Executive Summary

Information Services continues to improve and/or expand IT services to UMKC students, faculty and staff. A major project in this reporting period was the new Health Sciences Building; almost all IS divisions were involved although Networking/Telecomm and Educational Technology Services were the most heavily involved. This summary will touch on each area of Information Services to highlight significant achievements. In the remaining pages, each department has provided details of their accomplishments during this report period.

Networking/Telecommunications: Progress has been made on all projects. In Phase II of the wireless network deployment 25 additional access points were installed bringing the campus total to 193. Infrastructure improvements continue with work in the Bloch School of Business and completion of the Fine Arts building. Voice over IP services have expanded to Manheim, Royall and Haag Halls with over 500 IP phones installed campus wide.

Educational Technology Services: With classroom maintenance as one of our top priorities, old and defective equipment has been replaced in roughly 30% of ILE classrooms. There were several large AV projects ranging from digital signage in University Center and Swinney Recreation Center to implementing classroom technology in the new Health Sciences Building. (IS) Project Management remains a top priority. Worked closely with project stakeholders to assist in the overall planning and management of projects and to ensure that the necessary IS components of campus projects are adequately addressed during the early project phases. Cross departmental project communication is essential for overall project success.

Central Systems: Both server rooms (Administrative Center and Cockefair Hall) have been rewired. This improves troubleshooting and repair times and improves documentation and system inventories. The group installed new campus web servers, Oracle Database Servers, Cold Fusion Servers and Storage Area Networks. Work with other divisions implemented the Tegrity course-casting pilot.

Support Services: Progress in the use of enterprise technologies and the development of in-house tools continues to offer measurable improvements. The introduction of a new, easy-to-use web application that allows SMS deployments without learning the intricacies of the console has increased efficiencies for IT support staff and customers across campus. Collaboration with other UM campuses on IT initiatives, especially in the areas of hardware and software procurement and IT training, continue to help efficiently use limited resources. Other key initiatives during this period include leading a campus-wide committee to select a coursecasting/podcasting solution for a campus-wide pilot project, the opening of a new student computer lab on Hospital Hill, installation of a new knowledgebase system and completion of several new Service Level Agreements for IT support.

Security: Beyond the security scans mentioned in prior reports, technologies to look for data leakage are also being investigated. This is technology that can detect the unauthorized transfer of sensitive data such as Social Security Numbers to the Internet. Also being investigated are additional ways to protect wireless and wired data connections on campus.

Information Access (IA): This department consists of Instructional Technologies supporting such tools as Blackboard, Wimba, Secure Exam; Information Manipulation Services which converts information into other report forms; and Information Presentation Services charged with the production and development of web presentations.
Efforts of the Information Access Division during this reporting period were notable for the improvements made in measurements of customer response times, despite a steady increase in requests for service. All divisions had singular and combined successes.

**Instructional Technologies (ITS)** continued the collaborative project with UMR and UMSL supporting Blackboard. Usage of Blackboard reflected a 68% increase over the previous year. ITS launched Sharepoint as an additional offering to the campus for digital communication. UMKC hosted the Central States Blackboard User Group in September 2007.

**Information Manipulation Services (IMS)** worked a wide range of projects including: updates to the Travel Grant, HSCP and VSI applications; new work on customized e-commerce project in association with the School of Dentistry; custom Scantron conversions for schools using old process for evaluating courses and instructors. Staff members received training on ASP.net.

**Information Presentation Services (IPS)** continued role in leading e-commerce projects on the UMKC Campus. Staff members received training on ASP.net. IPS assisted Electronic Communications in developing a number tools to keep the content on UMKC web sites new and updated.

All Information Access Departments played roles in the implementation of Peoplesoft Student, acting as consultants and performing database and application testing and assessment services.
The following sections provide detailed information on the individual IS Divisions.

Networking & Telecommunications Update
August 2007- January 2008

Wireless Systems Phase II

- An additional 25 wireless access points were installed making the total campus wide 193. New units have been installed in the following buildings: Bloch School, Diastole, Health Sciences, Law School, Medical School, Nursing School, Royall Hall, Swinney Recreation Center, and University Center. 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>13% Complete Phase II</td>
<td>23% Complete</td>
<td>29% Complete Today</td>
<td>45% Complete Phase II</td>
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<td>7-Health Sciences</td>
<td>1- Royall Hall</td>
<td>Expand coverage in Classrooms, student Study and lounge areas.</td>
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<td>3-Royall Hall</td>
<td>1-PAC</td>
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<td>5- Bloch School</td>
<td>3-Law School</td>
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<td>1-Diastole</td>
<td>1-Swinney Rec.</td>
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<td>1-Medical School</td>
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<td>1-University Center</td>
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Project Completion Chart

- Jan-Jun 2005
- Jul-Dec 2005
- Jan-Jun 2006
- Jul-Dec 2006
- Jan-Jun 2007
- Jul-Dec 2007
Upgrade Building Wiring Infrastructure

- We have completed infrastructure upgrades in the Fine Arts Building and the 5th, 4th, and 3rd floors of the Bloch School of Business. Work is still ongoing on the other floors of the Bloch School of Business to complete the infrastructure upgrade to CAT 6 cable. We plan on moving to the School of Law next.

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<td>43% Complete</td>
<td>45% Complete</td>
<td>46% Complete today</td>
<td>49% Complete</td>
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<td>Bloch School</td>
<td>Bloch School (1 &amp; 2 Floors)</td>
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<td>(3rd Floor Only)</td>
<td>Law School</td>
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Project Completion Chart

VoIP Roll Out

- We finished the new Health Sciences building and have now deployed IP phones in Manheim, Royall and Haag Halls. We are currently working on Flarsheim Hall and will then replace phones building by building campus wide. Each person who currently has a PBX phone will receive a new IP phone similar in functionality at no charge to the department. This is a multi-year project and the timeline for deployment will depend on budget and staffing availability. See [http://www.umkc.edu/is/nt/umkc-phone.asp](http://www.umkc.edu/is/nt/umkc-phone.asp) for more information.

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<td>9% Complete</td>
<td>10% Complete</td>
<td>12% Complete today</td>
<td>16% Complete</td>
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<td>Royall Hall</td>
<td>Flarsheim Hall</td>
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<td>Haag Hall</td>
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<td>Fine Arts</td>
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<td>School of Education</td>
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Health Sciences Building

- The Health Sciences building was completely cabled with CAT 6 wire, gigabit switches with inline power for VoIP phones and wireless access points cover the entire building. It has redundant gigabit uplinks to the campus network and to every switch in every IT room. The University took occupancy of the building on July 30th when the Pharmacy and Nursing Schools moved in. A small number of items were completed during this reporting period completing this project.

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<td>None Completed</td>
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<td>A small number of voice and data jacks completed</td>
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Noteworthy Items

Project Completion Chart

ILE Classrooms
Network Security
Update Building Wiring
VOIP Roll Out
Health Sciences Bld Roll Out
Wireless Network Phase I
Wireless Network Phase II

Previous | Jan-Jun 2005 | Jul-Dec 2005 | Jan-Jun 2006

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%
Internet Connection Upgrade

The connection speed to the Internet (I1) was upgraded to 90M during this reporting period.
Cellular Phone Activity

- Wireless phones in use at UMKC. This chart shows the current number of cellular systems in use for FY 07-08.

### UMKC Wireless Inventory

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<tr>
<th>Vendor</th>
<th>Count</th>
<th>Average Monthly Recurring</th>
<th>Average Monthly Costs</th>
<th>Types</th>
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<td>AT&amp;T-Cingular *</td>
<td>50</td>
<td>$3,189</td>
<td>$3,535</td>
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<td>Sprint PCS/Nextel</td>
<td>189</td>
<td>$8,023</td>
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<td>T-Mobile</td>
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<td>Verizon</td>
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<td>$30</td>
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<td>$14,798</td>
<td>$18,544</td>
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Actual FY 07-08 Wireless Costs: $111,264
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Detailed Accomplishments

Networking/Telecommunications project update

1. Internet connection speed increased from 80M to 90M.
2. Networking & Telecommunication staff attend over 476 hours of training during this reporting period.
3. Installed 25 additional wireless access points across campus. Some of the buildings included the new Health Sciences building, Royall Hall, Bloch School, Diastole, Performing Arts Center, Law School, Medical School, Swinney Recreation Center, University Center and Nursing School.
4. Upgraded the operating systems on over 200 network devices with the latest security patches and updates.
5. Staff member served as the campus building liaison representative.
6. Upgraded Wireless LAN Solution Engine (WLSE) with the latest patches and updates.
7. Completed over 531 adds, moves and changes on voice and data networks.
8. Jim Schonemann passed the Cisco Certified Network Associate (CCNA) exam.
9. Responded to, solved and closed over 192 trouble tickets recorded in Remedy.
10. Installed over 125 Voice over IP phones.
11. Processed over 1.6 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 (193) with the latest patches and updates.
14. Marked University buried cable plant locations around campus over 10 times during this report period.
15. Staff member served on the MOREnet Next Generation Network committee.
16. Migrated Diastole from wireless connection to fiber optic connection.
17. Repaired fiber optic cable cut to Hospital Hill campus due to fire.
18. Added network switch to Swinney Recreation Center.
19. Gave tours of network equipment to two Computer Sciences classes.
20. Staff member served on the Miller Nichols Library Building committee.
22. Remove Periphonics box from voice registration system.
23. Upgraded Clean Access to 4.1.2
24. Installed 4506 switch at 4825 Troost.
25. Infrastructure upgrade to Fine Arts building completed (Cat6 cable).
26. Installed wireless ticket scanning system for the REP at Municipal.
27. Attended the Great Plains Network Fall Conference.
28. Redundant network links added to Berkley Childcare and Oak Street Residence Hall
29. Newcomb Hall Generator repaired.
Classroom Technology Services

Audio Visual Projects:

Classroom Technology Services had $408,239 worth of AV projects for this quarter.

1. The New Health Sciences Building Current/Planned List of ILE, ITV Classrooms and AV Projects
   - 3301 – Full ILE/ITV Classroom (Dual Projector, Distance Ed) - Complete
   - 3305 – ITV Control Room - Complete
   - 3428 – Full ILE Classroom – Nursing Skills Lab - Complete
   - 4301 – Full ILE Classroom (Dual Projector) - Complete
   - 4305 – ITV Control Room - Complete
   - 4306 – Partial ILE Classroom - Complete
   - 4308 – Full ILE/ITV Classroom – Distance Ed capable - Complete
   - 5302 – Partial ILE Classroom - Complete
   - 5305 – ITV Control Room - Complete
   - 5309 – Full ILE/ITV Classroom – Distance Ed capable - Complete
   - 5416 – 5419 Observation Rooms – Phase 1 – Complete
   - 4302 – Partial ILE Classroom – planned for Full upgrade
   - 4307 – Partial ILE Classroom – planned for Full upgrade
   - 4419 – Planned Full ILE Classroom – METI Man
   - 5308 – Partial ILE Classroom – planned for Full upgrade
   - 5413 – 5415, 5420 Observation Rooms – Phase 2 planned
   - 5421 – 5424 Observation Rooms – Phase 3 planned

2. Meeting Manager Remote System Management Software
   - Hardware and software upgrade to version 3.x initiated
   - Collaborating with Visitec and AMX for free software upgrade
   - All ILE Classroom AMX controllers Firmware upgrades completed

3. Tegrity Podcast Pilot
   - Phase 2 – 25 licenses for faculty
   - Integrates Computer, VCR/DVD, Document Camera, and Webcam
   - ILE Computers upgraded with more RAM or whole computers upgraded
   - Design add-on package for ILE rooms for Tegrity pilot

4. 4825 Student Health Services Digital Signage Project - Pending
   - Computer/DVD driven 26” LCD TV

5. University Center Student Health Services Digital Signage Project- Complete
   - Scala/computer driven 52” LCD High Definition TV
   - LCD Projector
   - Small PA Audio system

6. School of Education 34 Full ILE Classroom/Lab Project – Complete
   - Partial ILE Classroom
   - Small PA Audio system
7. Union Station Hybrid ILE Conference Room Project – Complete
   ● Dual LCD Projectors and 2 external 26” LCD viewing monitors
   ● System can be divided into 2 separate smaller “rooms”
8. Haag Hall 314 Computer Lab Project – Complete
   ● LCD Projector and laptop connections
9. Law School 2-101 Fill ILE Classroom/Training Room Project - Complete
   ● Full ILE Classroom with 2 extra 42” LCD viewing monitors
10. Swinney Recreation Center Men’s Basketball Game Review Project - Complete
    ● Assisted with installation and cabling LCD TV’s and DVD/VCRs in 4 offices
11. Grant Hall 207/211 CCTV/DVR Observation Studio Project – Pending
    ● Three CCTVs/microphones connected via DVR and 26” LCD
    ● CFM installation of ceiling access panels and firewall pass-throughs – pending
12. Health Sciences Building Sodexho Satellite Digital Signage Project – Pending
    ● Area remodel pending – project on hold

**Maintenance and Support:**

13. ILE Classroom Regularly Scheduled Projector and Equipment Maintenance
    ● Cleaning of entire system, filter/bulb replacement as needed, full system inspection.
14. Work Station Replacement Program
    ● Upgrading ILE Classroom computers – Installations ongoing
15. Equipment Lifecycle
    ● CTS ILE Classroom LCD projector upgrades in 65 classrooms – 50% complete as of 2/15/08
    ● Replaced various pieces of equipment in the following ILE Classrooms: SC214, ED117, KP301, BS101, RH403, FH310, ED244, FA 208, RH104, BS02, RH311, RH212, BS12, SC212, HH307, ED119, SC213, CH104, RH206, RH402, RH403, FA106, LS02, HH109, RH111, HH201, FH302, RH211, RH213, GH330
16. Remedy Action Requests
    ● During this quarter, Classroom Technology Services has responded and resolved 420 trouble tickets; 38.5% were Portable AV requests for A&S
17. Netbotz
    ● Renewed software/hardware licensing for entire system
    ● Aggregated all hardware warranties to the same yearly end date
    ● Investigating user console performance issues

**Research and Design Projects:**

18. Union Station, School hybrid ILE conference room
19. School of Medicine Theater renovations
20. School of Nursing METI Man project
21. Health Sciences ILE/ITV Touch panel design
22. Law School 2-101 Classroom/Training room installation
23. Swinney Recreation Center Men’s Basketball game review system
24. Student feedback PA research for ILE/ITV rooms in HSB
25. School of Nursing Hybrid ILE Skills Lab (HSB 3428)
26. Student Health Services Digital Signage - 4825 Troost & University Center
27. Spencer Chemistry 214 and Cockefair 104 Classroom Renovation
28. School of Medicine METI Man system
29. Modero wireless touch panel research for Wi-Fi card upgrade

**Training:**

30. Tegrity training for IS support staff
31. Sexual Harassment/ Discrimination training for CTS staff
32. Remedy AR Feedback Discussion Meeting
33. Individual/small group training sessions for Faculty on the use of an ILE Classroom
34. ILE Classroom manual revisions – new touch panel graphics and instructions
35. CTS Website development and update of information/layout

**Personnel:**
36. Vacant Audio Visual Technician position filled – Joshua Allen
37. CTS Manager member of Staff Council Governing Board and Campus Issues Committee
38. Desktop Support and ILE Classroom Technician for Hospital Hill campus

**IS Project Management**
Below is a list of the projects that have required some form of IS Project Management this quarter:

**Bloch School IT Audit:**
The Bloch School of Business requested a full evaluation/audit of their existing IT services from UMKC Information Services. The purpose of this audit was to compare existing Bloch School IT services with IT best practices, and identify possible areas of change/improvement. The IS Directors worked closely with the Bloch School of Business to complete this audit.

**New HSB Technology Needs:**
Of the rooms to be completed in the first round of the new HSB construction project, there were 17 rooms slated to receive AV technology. Most of the rooms were equipped with full ILE Classroom packages and some received a video production upgrade package as well. This add-on package allows for distance education. IS worked closely with Campus Facilities and the building contractors to ensure these rooms had the infrastructure required to support these AV Systems. So far IS has installed 11 of the 17 rooms and is currently working on designing/building the remaining 6. The second round of this building project is currently in the planning phase. This round will finish all of the shell space left from the initial construction.

**School of Education Card Access:**
IS has worked closely with the School of Education, Campus Facilities, and Securitas to install Card Access to the new ILE teaching lab room 34. The School of Education has plans to expand Card Access to the other ILE classrooms and exterior doors in the next couple of years. The system was designed to allow for this expansion.

**Classroom Renovation Projects:**
Campus Facilities is working to renovate Cockefair Hall 104 and Spencer Chemistry 213 classrooms. The renovation will include changing the room orientation and making both classrooms more ADA accessible. There will also be elevation changes in each room to improve sightlines and updating the technology. IS has been working with CFM and various faculty to ensure that the ILE equipment will be designed and positioned in a way that adheres to current campus standards while meeting the needs of the faculty expect.

**School of Medicine Theater Renovation:**
Campus Facilities has been working with the School of Medicine to renovate the Med School theater/classrooms A, B and C. The main purpose of renovation is to make the classrooms more ADA accessible, maximize seating capacity, and upgrade the technology to meet current needs. IS has been working with CFM, SOM, consultants and various faculty to ensure that the technology package will be designed in a way that adheres to the current campus standards while meeting the needs of the School of Medicine. This project including the AV portion is currently out to bid. IS will take over maintenance and support for these rooms upon completion of the project.
HD Video Conferencing System:
Funded by a grant from NASA, UM Bioinformatics Consortium’s videoconferencing equipment was purchased to allow researchers and students to overcome physical distance and more readily engage the global community of life science. This equipment enables University of Missouri researchers to engage in the creation and maintenance of collaborative networks across the four campuses, across the state and around the world, to facilitate knowledge sharing, and to develop synergistic research and educational partnerships. IS has been assigned as the custodian for this system and is currently working with the Health Sciences Schools and others to determine permanent location, scheduling and a support model for this system.

Miller Nichols Library Expansion Project:
IS has two representatives on the Miller Nichols Library Expansion Committee. We are working with the committee so ensure that the new MNL addition will include all the necessary Data/AV infrastructure, technology, and staff space. The new addition is slated to have up to 20 classrooms with technology and a couple of special technology labs.

Student Union:
IS has been participating in the Student Union referendum from the early stages. Upon approval of the Student Union referendum, the existing Committee members were divided into five different subcommittees, one of which was “Technology”. IS has two members that are participating on the Technology Subcommittee. Our purpose will be to provide consulting services for the overall committee on technology related items as well as ensure the new facility includes all the necessary Data/AV infrastructure, technology, and staff space.

Change Management:
To ensure that a consistent and systematic approach is used for modifying UMKC’s IT resources, IS has put together a Change Management Policy. The intent is to streamline processes while mitigating security vulnerabilities and potential loss due to system outages. Modifications to IT resources require serious forethought, testing, appropriate communication and post-change evaluation. Changes to university IT resources must have intended impact and avoid unintended consequences. IS also built a web application to communicate and track these changes.

PPM:
IS participated in a collaboration between all UM campuses to investigate vendor offerings for Project Portfolio Management Software (PPM). After a lengthy evaluation of several difference vendors/products, it was determined that all of the possible solutions were too expensive given the Project Management Maturity level of the various campuses. The group elected to change their direction to evaluating the Project Management solutions already owned by the UM system and determine whether or not they could be expanded to meet our needs.
Central Systems Update  
August 2007 – January 2008

Server Group

Infrastructure Support:
1. DFS changes to accommodate fileshares moved because of server space issues
2. Worked with Networking & Counseling Depts. to setup new fileshare on Titanium server for videos (extensive work for tuning behind firewalls).
3. Change Management implementation for Central Systems. We have entered 35 change notices since the implementation.
4. Moved backup profile servers to Newcomb Hall, back room rack
5. Setup new rack in place of old Periphonics voice response system in Newcomb Hall.
6. Installed four new servers in new Newcomb Hall.
7. Moved five existing servers and storage array to fit with purpose and the space available in Newcomb Hall.
8. Setup new virtual server at the Administrative Center. This is repurposing of an existing Blackboard SQL server. This system now holds two development SQL servers and one development Oracle server.
9. Continued testing and evaluation with offsite backup system at UMSL: We use Netbackup to duplicate backup sets to it. We have determined that the network link is not fast enough for frequent backup of large datasets. We average about 13.5Mbps, and if there are no service interruptions, we can transfer slightly more than 1TB over one week.
10. Installed a new server as our CS management tasks server.
11. Successfully cloned the SSO server which is used for Blackboard Community authentication. We now have two copies of the server on virtual machines.
12. Planned power outage at the Administrative Center on 11/21/07 – shutdown all machines in our data center and brought back up. Patched SSO server.
13. Setup two new MSSQL and web servers at the Administrative Center.
14. Updated Netbackup to version 6.0.5; upgrade to 6.5 coming soon.
15. Attempted to implement forms-based authentication on OWA for integration into Blackboard portal. After implementation other problems were found which were not discovered under preliminary testing.
16. Old SAN disks and equipment were cleaned of data for preparation for surplus. Wiped all old SAN disks and sent all old SAN equipment to surplus (holding area – AC110).
17. Setup a virtual machine on kc-dc03 to house the 87.1 address; previously, with both addresses on kc-dc03, some anomaly had caused it to not respond occasionally, which caused apparent login failures for Blackboard.
18. Worked with UMSL SysAdmin to replace defective part on our offsite VTrak storage unit.
20. Listserv research to find out problems with repeating emails on DIRT list – problem turned out to be the spam filter on servers a handful of the users were using.
22. Enabled the use of Secure LDAP on the main campus server.
23. Solution for web graphics referencing the use of HTTP on SSL pages.
24. Installation and setup a new KCORA2 Oracle database server with larger space capacity which housed HSCP and VSI databases and Cisco firewall protection.
25. Decommissioned the Student Single Sign-On web lookup application.
**General/Administrative Support:**
Reported on wireless communication use on campus. This report used data retrieved from the RADIUS server’s database logs and required analyzing and refinement of large amounts of raw data.

**Application Support:**
1. Repaired a School of Pharmacy ACCESS application problem related to the Office 2003 service pack and added enhancement to the ACCESS Pharmacy Enrollment application for a new Pharmacy Tech Course Type.
2. Learned ACCESS 2007 and upgraded the ACCESS Drug Information Center application to that version with a few application changes to support the upgrade.
3. Enhancements made to the SSO Print Forms application to easily allow missing admits to be added to the missing User Database in which these admits will be generated a SSO Letter. Also, changes to this VB.NET application were made to select new admits from the PeopleSoft/Pathway database.
4. Programming was done to support the student User account purge, which is done each semester.
5. Helped the Users in Printing Services with desktop issues related to using the Print SSO Forms application.
6. Learned about the new database structure for Pathway/PeopleSoft so that the data could be correctly retrieved for the applications that update degree and class emails and admissions’ applications such as Print SSO Form.
7. Tested and ran the yearly archive for the Drug Information Center database in order to reduce the size of the “active” Table and to improve computer response time.
8. Did the yearly purge on the Welcome Center campus visit application since the previous’ years data is no longer needed. This will improve on computer response time.
9. Created a process to send new admit report to the Admission’s office. This reports on new admits which have not had an SSO account and form letter generated.
10. Setup all Outlook emails and security groups for Computing and Engineering at the beginning of each semester and degree emails for the Conservatory of Music, Schools of Education, Law, Medicine and Nursing.
11. E-mail account maintenance activities for over 30,000 student, faculty, and staff accounts.

**E-Learning Support:**
1. Setup and configuration of the Tegrity podcasting server for test pilot project.
2. Continued work with the off site storage server at UMSL in support of Blackboard at that location.
3. Attended periodic Blackboard Intercampus Collaboration (BbIC) meetings (teleconferences).

**Departmental Application and Server Support:**
1. Installation and setup of the CBord servers for food service operations, and preparing for the ID card system.
2. Decommissioned the GME database and web servers (School of Medicine).
3. TMA software and database upgrade to version 8.0.3.2 for Campus Facility Management.
4. Change Miller Nichols Library web site redirect location since it’s not being hosted on the campus web server.
5. Setup hosting site, domain name (advancing.umkc.edu) and database for the Advancement department’s new web page.
6. Enhanced regular the Student and Staff Voting and Administration applications to accept a larger text area for referendum voting, or the candidacy portion of the online ballot.
7. Tested the Student Voting application and did some minor adjustments to make sure it was ready for the November 2007 Student Union Referendum vote.
8. Federal ID Number/ Social Security Remediation, eliminating this number from the programs as a key field or database element. Modifications where also made to the Special Accounts maintenance system. Modifications were made to the Addressing Services labeling applications.
9. The program which loads the online Faculty/Staff directory for the main Web site was updated to accept Bookstore employees. A pay group category was also eliminated from the online Faculty/Staff directory feed by request of the Human Resource department.
10. Setup three donated servers for the Architecture program and setup backups
11. Re-engineered N:\Groups\A&S DFS structure so that Architecture could reside on their own server.

**Database Support**
Page 18 of 35
UM Mainframe Access Services:
1. Mainframe consulting.
   a. Collaborate with UM Helpdesk regarding Mo Codes for CBNs 2222000 and 2390000.
   b. Collaborate with Pharmacy Dept regarding CICS screen navigation problems
   c. Participate in campus efforts with UM Helpdesk to clean-up RACF directory.

UMKC Database Administration Services:
2. Oracle applications (database and web) support.
   a. KCORA4 shared database server for multi-application processing
   b. Process application developers’ database access privileges requests (Registrar, UMKC Institutional Research, HR Dept, Information Services)
   c. Consolidate all campus production OHS (Oracle HTTP Server) web servers into a single OHS web server on KCORA4 for Central Systems management.
   d. Oracle Server application infrastructures:
      e. Collaborate with Registrar Office technical staff, Columbia technical staff, and Central Systems system group staff regarding Peoplesoft encryption parameters specifications on multiple database servers
3. Database Consulting
   a. Produce ad-hoc report on Peoplesoft HR jobcodes 2937 & 8645.
4. DBA operational activity
   a. 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. (Information Services)
   c. Maintain capability for Oracle objects, Oracle schemas, emergency Oracle databases recoverability, and database migrations via Oracle exports.
   d. Process ad-hoc requests for various types of object recoveries and forced session terminations. (Information Services, HR Dept, UMKC Institutional Research)
   e. Transmit FERPA_FACULTY_COURSE database table view from InfoAccess Department to Information Services Central Systems per InfoAccess request.
   f. Create UMKC_COMMITTEES database table view for InfoAccess staff.
   g. 24 x 3 SGA Referendum Application database operational monitoring.
   h. Assist in daylight saving time problem resolution associated with Blackboard Feed job.
   i. Collaborate with MIS data warehouse DBA and InfoAccess technical staff to regarding ColdFusion Server access problem.
5. DBA server support activity
   a. Process application developers’ requests to verify operational status / take corrective action of database servers, TNS Listeners, and Oracle HTTP Server. (Information Services, HR Dept, UMKC Institutional Research, Registrar, Alumni Development, Info Access Dept of VC for Academic Affairs, Dept of Electronic Communications of VC for Academic Affairs)
   b. Collaborate with campus Computing Security to identify & resolve problem with expired certificate authority to Oracle database servers.
   c. Enable CTXAPP (Oracle text processing) capability for HSCP and VSI_HIGHSCHOOL applications on KC-ISSRV-KCORAI same as existed on KCORA5 database server.

e. Turnover daily operational activity of Campus Call database server and application from Central Systems to Buffalο Cody per request from Alumni Development department.

f. Check list for InfoAccess regarding issues of database design & data privacy.

g. Collaborate with Central Systems developers regarding Web Application update of SSO data issues related to campus shadow system update synchronization.

h. Collaborate with central systems system group to assist Registrars Office staff in accessing text files with Oracle under Oracle10g.


6. Professional Development/Education (Information Services)

a. Review LazyDBA discussion group in order to obtain current knowledge of industry-wide Oracle problems and resolutions.

b. Monitor various computer security internet discussion lists & technical publications to stay abreast of current security issues & tactical activities.

c. Review PayPal Sandbox Users Guide documentation


e. Review federal government security penetration defenses classifications.

Resource Access Control Facility (RACF mainframe security) Operations:

1. User-id directory maintenance. (Registrar, UMKC Institutional Research, UMKC Cashiering, HR Dept.)

2. MoCode mainframe access accounting. (Registrar, UMKC Institutional Research, UMKC Cashiering)


4. Manually deleted or removed CICS2 access for over 350 CICS users initiated by the Registrar’s Office. This included updating our local database that stores information on the CICS accounts.

Academic Research

Academic Computing:

1. Prepared MOSIX cluster for move to SCE\Grid Computing:

2. Taking part in GPN middleware and technical phone conferences both with GPN and UM members.

3. Replaced two power supply fans in the ROCKS cluster.

4. Due to heat problems, physically reconfigured rack leaving 1U space between nodes

5. Also put the cluster on room UPS.

6. Preparing a Slackware 12 install for workstation/server use.

7. Moved research data from an ongoing research project from the decommissioned VAX system to a Windows server platform.

8. Removed the VMS servers from use and prepared them for surplus. This action made other hardware held for spare parts and documentation surplus as well. Hardware was surplused through procurement. Recycling was done with old documentation.

Life Sciences Support:

Drive replaced for Life Sciences system tape library occurring almost every time used

Geosciences:

1. Resolved UPS problem.

2. Multiple nodes locked, required reboot.

3. Two nodes diagnosed as having hardware problems that prevent booting at all.
School of Biological Sciences:
1. One Molecular Biology & Biochemistry lab dropped it’s use of Linux and subsequently archived data to DVDs.
2. Curators’ Professor, CBB lab: Relocated and repaired workstation: bad UPS, power supply and network card.
3. X-ray Crystallography lab: tried to get SGI workstation to reboot inorder to retrieve one file; bad drive. No luck finding a working system on campus with a tape drive (to get file from backup tape).

School of Medicine:
1. Orthopedic Surgery Lab: Sun Blade would not boot due to a long power outage (more than the UPS could handle) which corrupted the root file system. Manually checked the file system and restored it to operating condition.

Printing and Scanning Operations
1. Printed over 11,000 pages on form fed printer.
2. Printed over 68,473 pages on system laser printers.
3. Printed 7308 SSO forms
4. Billed for 1508 print jobs.
5. Scanned Winter Semester 2007 course evaluations for 8 schools and departments, totaling 23,948 forms.
7. Fall Semester 2007 course evaluation scans in progress.
8. Scanned 637 exams and 18 questionnaires.

Other Activities
1. Participated in the vendor selection and implementation of the emergency notification system.
2. The use of the Social Security number was eliminated from the account creation process.
Support Services Update
August 2007 – January 2008

Support Services Accomplishments

- Coordinated the Information Services Change Management initiative including the development of a new IS change management policy.
- Collaborated with UM IT counterparts to share information on support processes, policies and best practices. Partnering to leverage knowledge and funding where possible.
- Analyzed technical support services offered at UMKC’s Bloch School of Business. Worked with IS Directors to produce a comprehensive technology report for the Bloch School.
- Worked with Place Properties to provide cost estimates on new computing facilities in Oak Street West.
- Chaired numerous IT Liaison meetings, arranged various vendor presentations and presented various IT topics including Dell certification and reimbursement, change management, IT standards, etc.
- Coordinated the Provost’s annual workstation replacement program.
- Developed 5-year goals and objectives for Support Services
- Partnered with IS Classroom Technology Services to establish a new hybrid technical position at the Health Sciences Building (HSB) to provide desktop and audio visual support services. Working on MOU to clarify areas of responsibility.
- Continue to support emerging technologies by developing and refining migration plans for MS Office 2007 and Windows Vista.
- Served on UM Standards Committee and actively worked on various initiatives.
- Partnered with UM’S IT Training Division to deliver Office 2007 and Windows Vista training for faculty and staff. Developed Office 2007 and MS Vista website to communicate and post self-service learning materials.

Call Center:
IS Support Services: Tickets closed per month (January 2004 – February 2008)

The graph above demonstrates the cyclical nature of providing technical support for the campus community. The Call Center responded to 11,582 support requests during the period of August through January 31, 2008, resolving 9,521 tickets and escalating 2,061 tickets. The Call Center’s first-call resolution rate was 82%. Call volume over the past six months represents an 8% increase over the same period last year.

Call volume over the past six months represents a significant increase in the number of students contacting the Helpdesk. This was primarily due to the student implementation of Peoplesoft modules known as Pathway on the UMKC campus.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
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<td>Other</td>
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<td>802</td>
<td>802</td>
<td>568</td>
<td>531</td>
</tr>
</tbody>
</table>

- Customer satisfaction surveys remain very positive. The following chart represents customer survey data collected from the period of August 1st, 2007 through January 31st, 2008:

**Desktop Support Accomplishments:**
- Responded to over 4900 requests for support over the last 6 months.
- Formed early adoption pilot program for both Microsoft Windows Vista and Microsoft Office 2007 to raise awareness of the new products, allow users to gain competencies and identify incompatibility issues in advance.
- Received technical training on Microsoft Windows Vista in preparation for new or upgraded certifications. Built proficiencies among Desktop Support technicians for all applications within the new Microsoft Office 2007 productivity suite and Microsoft Windows Vista. Evaluated and tested compatibility with existing desktop applications and make minimal hardware recommendations. Began phased rollout of Microsoft Office 2007 to first-tier customers.
- Configured and supported a number of new InfoPrint printers for academic and administrative departments as part of migration to Pathway.
- Installed 84 computers and peripherals along with $38,000 worth of software upgrades in A&S departmental labs.
- Evaluated multiple models of specimen computers from Hewlett-Packard and Lenovo to include installation and imaging compatibilities, options, trade press reviews and performance benchmarks.
- Provided significant technical support, troubleshooting, testing deployment services for multiple course-casting solutions, including both Tegrity and Wimba products.
- Participated in many multiple department efforts to install, configure, manage and upgrade special niche systems for Food Services (C-BORD), Student Health and Wellness (Appointments Pro), Counseling, Health and Testing (secure video recording of patient sessions, CERTiPort), Campus Facilities Management (TMA, Projex, ArchiBus) and Central Ticket Office (handheld wireless ticket scanners).
- Produced, published and distributed RooTools 2007 CD to assist students in securing their computers and connecting to UMKC resources.
- Hired and trained a new Desktop Support technician to replace another staff member receiving a promotion to another department.
- Upgraded SMS to System Center Configuration Manager 2007.
- SMS/SCCM – Support Services continues to develop new software packages for deployment via SCCM (along with updating existing packages). Currently, over 50 software packages exist and thousands of machines receive SCCM packages every month.
- IT Liaisons Manual – Created a host of web pages designed to improve communication with Liaisons, as well as provide useful web applications and customized reports.
- Resolved issues with numerous personally-owned computer systems for students living at UMKC Residence Halls.
- Change Management (CM) – Created the Change Management web application. The CM site has assisted with communication between IS departments, and the technical liaisons. Desktop submitted 13 change management requests over the past 6 months.
• Remedy Ticket Automation – Worked with MOREnet to create Remedy ticket automation email templates for opening, and optionally closing, Remedy tickets via email. We have multiple plans for using this in the future to improve current processes.

• Local Administrator Password Change – Finished yearly initiative to change the local administrator accounts on all First Tier desktops. A new multi-threaded application for changing passwords was created (touches roughly 12 workstations a second).

• Printer Mappings – Began initiative to utilize group policy scripts for department printer mappings (to ease the setup for new and existing users). Excellent progress has been made at the Admin Center and we hope to expand coverage in the near future.

• Orphaned Print Queues – Continue to develop in-house applications that track and identify orphaned print queues. Over 90 queues on KC-Print have been deleted in the last 6 months.

• Apple Login Script – A new login script for Apple workstation was created/implemented that mimics our current data collection on Windows workstations. This will help maintain more accurate inventories.

• VistaPE Installation GUI – A new PXE/RIS VistaPE option was developed to automate the imaging of XP and Vista workstations. A large collection of diagnostic utilities also exist.

• Expand self-service capabilities that allow IT Liaisons to distribute software to user’s computers with minimum disruption and keep systems secure.

• Continuing to expand use of Microsoft’s SMS to academic units across campus to better manage faculty and staff computer systems. Built new packages for Quickcam, Tegrity, Endnote, SPSS, Advance, Java, Windows Media Encoder, FARS, Classroom Performance System (CPS), etc.

### Hardware/Software Acquisition

#### Hardware Acquisition:

• Purchased 783 computers in various configurations during the recent workstation replacement initiative. Total amount purchased: $666,241.24. Additionally the campus spent $301,007 during the last 6 months on computing equipment.

• Expanded the centralized purchasing of computing equipment over the past two years by 50%

• Arranged bulk purchase of memory for WRP computers saving $2,000 over individual purchases)

• Represented IS at various RooFairs

#### Software Acquisition:

• Purchased software totaling $88,133.57 during the past 6 months.
  
  • Ordered Adobe software valued at $42,563.69 at CLP 3 level pricing (ongoing savings of approximately 15% over previous pricing levels)

• Expanded and enhanced software website; including more self-service information

• Purchased multi-seat license for Apple OSX Leopard, saving $2,000

• Assisted Student Health in search for Electronic Medical Record software

• Served on UMKC Campus Sustainability Committee

#### Site License Management:

• Processed annual departmental site license renewals (MathCAD for Physics, MiniTab and Matlab for Math, ERDAS); Renewed campus site license for ESRI

• Renewed Microsoft Campus Agreement & Microsoft Select Agreement

• Obtained home use licensing option for Maple, released new version 11

• Released new version X1 of EndNote

• Obtained new site license for Mathematica for Arts & Sciences and SCE

• Negotiated for consolidation of SAS licensing among all four campuses, future savings of $2,000 this year plus 10% each subsequent year
Information Services Computer Labs:

- Opened up the new Health Sciences Building computer lab for fall semester; converted both of the old School of Nursing labs into one new lab
- Did a major equipment overhaul of the Cherry Street Residence Hall computer lab
- Upgraded School of Education and Royall Hall 314 labs with all new equipment
- Launched the automated schedule/payroll tracking system
- Updated the Student Assistant’s web site
- Partnered with Student Affairs to renovate the University Center’s lab with new carpet
- Created end-user training for Office 2007 and published it for student reference. Trained all student assistants on Office 2007.
- Streamlined procedures and staffing to make the best use of limited resources
- Deployed 8 new laser printers to various IS computer labs on campus

Training and Certifications:

- The Support Services team completed Sexual Harassment, Time Management training and several HR Supervisory training classes
- Attended Windows Vista and Office 2007 training
- New certifications in the Call Center and Lab Management Office include the following:
  - HDI Support Center Manager Certification
  - HDI Knowledge Centered Support Principles Certification
  - HDI Support Center Analyst Certification
- Updated Dell Certifications
- Updated Apple certifications
- Attended International Educause conference
System Security Update
August 2007 – January 2008

1. Procured and installed the Packet Sure device as part of the SSN abatement project.
2. Worked with CTO to improve physical security for their application server.
3. Completed the 4th RVA (Remote Vulnerability Assessment) report.
4. Move Wireless security to WPA and WPA2 enterprise.
5. Worked on the Dental Clinic renovation project.
6. Upgraded CCA to solve issues at the residence halls.
7. Completed the GCIH certification.
11. Updated WSUS server to new version (sp1) and put it on new hardware.
12. Supplied reports on various systems upon request.
13. Worked on the HIPPA audit at the Dental School.
14. Research on developing a security awareness program.
15. Worked on eDiscovery issues.
16. Worked on wireless issues with MAC OS X 10.5.
17. Research on virtual machines to replace critical systems.
18. Worked on FERPA training.
19. Procured and installed application vulnerability scanner to parse web sites for vulnerabilities.
20. Worked on SPAM issues.
21. Worked on Firewall issues.
22. Research on VPN changes.
23. Procured and installed Foundstone appliance.
25. Monitored and maintained existing systems.
26. Completed roll out of Service Pack 2 for all Windows 2003 systems
27. Assisted with roll out of Service Pack 1 for Office 2007
28. Assisted with roll out of Service Pack 3 for Office 2003
29. Research on iPhone as a possible enterprise cell phone.

Our Antivirus detected malware counts for the past 6 months are shown below. Note that the higher counts are mostly due to unwanted ‘tracking’ cookies. We had a significant spike in cookies in January as new cookie detections were added to remove a wider range of highly suspicious cookies. A second count for January is included without cookies listed.
This department consists of Instructional Technologies supporting such tools as Blackboard, Wimba, Secure Exam; Information Manipulation Services which converts information into other report forms; and Information Presentation Services charged with the production and development of web presentations.

Efforts of the Information Access Division during this reporting period were notable for the improvements made in measurements of customer response times, despite a steady increase in requests for service. All divisions had singular and combined successes.

All Information Access Departments played roles in the implementation of Peoplesoft Student, acting as consultants and performing database and application testing and assessment services.

**Instructional Technologies Services Highlights**

**Projects, Research and Development, and Personnel:**

1. Blackboard Intercampus Collaboration (BbIC)
   a. Successful upgrade to Blackboard version 7.3
   b. Continued increase in blackboard usage (total courses, visits, etc.)
   c. Upgrades to Blackboard User Request system
   d. Instituted Open Lab sessions for training
   e. Increased presence at FaCET presentations. In some cases providing training at FaCET lunches for ITS related products

2. Horizon Wimba
   a. Completed first full semester using Wimba as real-time video solution for certain classes
   b. Launched Pronto (an instant messaging system tied into course enrollment)
   c. Wimba came to campus and provided UMKC four training sessions
   d. Continued training of instructors on Wimba

3. Learning Objects
   a. Implemented use of Blogs and Wikis in Blackboard
   b. Quick rise in implementation of these tools found, particularly in professional schools

4. Podcasting
   a. 250+ podcasts produced during the Fall 2007 semester
   b. Selected 25 participants for Tegrity Podcasting extended pilot (Spring 2008)
   c. Developed online video + print training materials for pilot instructors
   d. Scheduled one on one training sessions for pilot instructors
   e. Developed online video + print training materials for students
   f. Generated additional podcasting interest via ITS information/training sessions at HSB
   g. Planning on-going student and instructor awareness campaigns for podcasting

5. Sharepoint
   a. Upgraded to Sharepoint 2007
   b. Doubled number of sharepoint web sites on campus
   c. Professional schools increasingly use sharepoint as a collaboration tool with researchers at institutions outside of the UM System
6. Instructor Evaluations  
   a. Continued end of semester course evaluations for School of Dentistry and Nursing  
   b. New online course evaluations for School of Computing and Engineering, Conservatory of Music and High School College Program  

7. ePortfolio  
   a. Successfully launched ePortfolio project with the History department.  
   b. Approximately 120 students used product in first semester  

8. Conferences Attended  
   a. Central States Blackboard User Group (St. Louis)  
   b. Central States Blackboard User Group (hosted by UMKC)  

Usage Data:  
Blackboard

<table>
<thead>
<tr>
<th>Academic Unit</th>
<th>Aggregate number of students</th>
<th>% change</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>FS 06</td>
<td>FS 07</td>
</tr>
<tr>
<td>College of Arts and Sciences</td>
<td>10,004</td>
<td>17,148</td>
</tr>
<tr>
<td>Conservatory of Music</td>
<td>384</td>
<td>1,040</td>
</tr>
<tr>
<td>School of Biological Sciences</td>
<td>2,371</td>
<td>2,473</td>
</tr>
</tbody>
</table>
| School of Business and Public  
  Administration                       | 1,780 | 3,217  | 80.73%  |
| School of Computing and  
  Engineering                          | 1,879 | 4,470  | 137.89% |
| School of Dentistry                  | 1,276 | 2,110  | 65.36%  |
| School of Education                  | 2,084 | 2,923  | 40.26%  |
| School of Law                        | 13    | 349    | 2584.62%|
| School of Medicine                   | 1,073 | 1,638  | 52.66%  |
| School of Nursing                    | 1,137 | 1,941  | 70.71%  |
| School of Pharmacy                   | 1,225 | 1,864  | 52.16%  |
| **Grand Total**                      | **23,226** | **39,173** | **68.66%** |

<table>
<thead>
<tr>
<th>Academic Unit</th>
<th>Number of course sites</th>
<th>% change</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>FS 06</td>
<td>FS 07</td>
</tr>
<tr>
<td>College of Arts and Sciences</td>
<td>296</td>
<td>1,053</td>
</tr>
<tr>
<td>Conservatory of Music</td>
<td>1,053</td>
<td>210</td>
</tr>
<tr>
<td>School of Biological Sciences</td>
<td>25</td>
<td>76</td>
</tr>
</tbody>
</table>
| School of Business and Public  
  Administration                       | 55    | 150    | 172.73% |
| School of Computing and  
  Engineering                          | 53    | 328    | 518.87% |
| School of Dentistry                  | 20    | 82     | 310.00% |
| School of Education                  | 74    | 228    | 208.11% |
| School of Law                        | 1     | 71     | 7000.00%|
| School of Medicine                   | 12    | 40     | 233.33% |
| School of Nursing                    | 30    | 86     | 186.67% |
| School of Pharmacy                   | 19    | 76     | 300.00% |
| School of Graduate Studies           | 0     | 4      | -       |
| **Grand Total**                      | **776** | **2,404** | **209.79%** |
### Spring 2008

<table>
<thead>
<tr>
<th>Instructor</th>
<th># Students</th>
<th># Classes</th>
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<tbody>
<tr>
<td>Andrea Drew Gounev</td>
<td>94</td>
<td>1</td>
</tr>
<tr>
<td>Saul Honigberg</td>
<td>25</td>
<td>1</td>
</tr>
<tr>
<td>Todor Gounev</td>
<td>111</td>
<td>1</td>
</tr>
<tr>
<td>Marne Sherman</td>
<td>30</td>
<td>2</td>
</tr>
<tr>
<td>Jolene Lynn</td>
<td>59</td>
<td>1</td>
</tr>
<tr>
<td>Lyla Lindholm</td>
<td>20</td>
<td>1</td>
</tr>
<tr>
<td>Kristin Lee</td>
<td>54</td>
<td>1</td>
</tr>
<tr>
<td>James Benevides</td>
<td>214</td>
<td>1</td>
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<tr>
<td>Jerzy Wrobel</td>
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<tr>
<td>Eric Martin</td>
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</tr>
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<td><strong>Grand Total</strong></td>
<td><strong>653</strong></td>
<td><strong>11</strong></td>
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<table>
<thead>
<tr>
<th>Term</th>
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<th>Number of Students</th>
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<tbody>
<tr>
<td>SS 2007</td>
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<td>801</td>
</tr>
<tr>
<td>SS 2008</td>
<td>11</td>
<td>653</td>
</tr>
<tr>
<td><strong>% change</strong></td>
<td><strong>0.00%</strong></td>
<td><strong>22.66%</strong></td>
</tr>
</tbody>
</table>

#### Support Issues by User Type

<table>
<thead>
<tr>
<th>Type</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty</td>
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</tr>
<tr>
<td>Staff</td>
<td>428</td>
</tr>
<tr>
<td>Student</td>
<td>810</td>
</tr>
<tr>
<td>GRA</td>
<td>46</td>
</tr>
<tr>
<td>Other</td>
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</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>2,359</strong></td>
</tr>
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</table>

#### Support Issues: Software

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<th>Software</th>
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<tbody>
<tr>
<td>Blackboard</td>
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<td>Digital Media</td>
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<tr>
<td>eInstruction</td>
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<tr>
<td>Listserv</td>
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<tr>
<td>Learning Objects</td>
<td>5</td>
</tr>
<tr>
<td>MoCAT</td>
<td>1</td>
</tr>
<tr>
<td>Respondus</td>
<td>7</td>
</tr>
<tr>
<td>Sharepoint</td>
<td>8</td>
</tr>
<tr>
<td>SSO Accounts</td>
<td>3</td>
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<tr>
<td>Tegrity</td>
<td>18</td>
</tr>
<tr>
<td>Turnitin</td>
<td>16</td>
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<tr>
<td>Wimba</td>
<td>137</td>
</tr>
<tr>
<td>Other</td>
<td>53</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>2,359</strong></td>
</tr>
</tbody>
</table>
Support Issue: Origin

<table>
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<th>Origin</th>
<th>Count</th>
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</thead>
<tbody>
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<td>Direct ITS Contact</td>
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<tr>
<td>Call Center</td>
<td>162</td>
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<tr>
<td>Desktop Support</td>
<td>8</td>
</tr>
<tr>
<td>Web Submission</td>
<td>74</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>2,359</strong></td>
</tr>
</tbody>
</table>

Support Issues: Department *

<table>
<thead>
<tr>
<th>Department</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>A&amp;S</td>
<td>318</td>
</tr>
<tr>
<td>BSB</td>
<td>56</td>
</tr>
<tr>
<td>CONS</td>
<td>18</td>
</tr>
<tr>
<td>LIB</td>
<td>13</td>
</tr>
<tr>
<td>SBS</td>
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</tr>
<tr>
<td>SCE</td>
<td>52</td>
</tr>
<tr>
<td>SOD</td>
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<tr>
<td>SOE</td>
<td>117</td>
</tr>
<tr>
<td>SOL</td>
<td>19</td>
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<tr>
<td>SOM</td>
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<tr>
<td>SON</td>
<td>132</td>
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<tr>
<td>SOP</td>
<td>76</td>
</tr>
<tr>
<td>Other</td>
<td>21</td>
</tr>
</tbody>
</table>

* Department data is only available for 45% of tickets. This is due to missing data in whatever Db AR draws from to autopopulate fields.

Listserver Usage

<table>
<thead>
<tr>
<th>Term</th>
<th>Number of Lists</th>
<th>Number of Subscribers</th>
</tr>
</thead>
<tbody>
<tr>
<td>WS2006</td>
<td>637</td>
<td>120,420</td>
</tr>
<tr>
<td>FS2006</td>
<td>679</td>
<td>125,876</td>
</tr>
<tr>
<td>WS2007</td>
<td>643</td>
<td>125,895</td>
</tr>
</tbody>
</table>

Between early August and the end of December 2007, we had almost 13,000 list serv postings which went sent out 5.2 million emails to subscribers.
Information Manipulation Services Highlights

July
1. Miscellaneous
   Numerous projects related to custom Peoplesoft queries
2. Faculty/Ferpa
   Designed unique query using table pivot - output to be one row for each instructor and also list out all of their classes that they were taking for SS07
3. ScanTron
   Converting evaluation data (different departmental data) - scanned using the ScanTron - put into separate Oracle tables - used for some evaluation pages (ongoing)

August
1. ScanTron
   Successfully converted evaluation data (different departmental data) - scanned using the ScanTron - put into separate Oracle tables - used for some evaluation pages
2. UMKC Committee Web Page
   Began working on a Committee web page - allows certain users the ability to upload documents, add URL’s, and create folders (a one-stop-shop for information about UMKC Committees (ongoing))
3. BBUR
   Changes centered on how Faculty could search for courses and search for courses by there sso id

September
1. UMKC Committee Web Page
   Continued working on web page - allows certain users the ability to upload documents, add URL’s, and create folder (a one-stop-shop for information about UMKC Committees (ongoing))
2. Evaluation Data
   Successfully converted
3. PDF Form – Colin Gage
   Worked with IPS on changes to a PDF form used by Business Services
October
1. HSCP Application
   Successfully moved into production - continue to work with the application to ensure that the students are properly admitted and registered in classes (glitches quickly resolved with the application running smoothly)
2. VSI Application
   Converting from UMDW to PS (ongoing)
3. UMKC Committee Web Page
   Continued working on web page - allows certain users the ability to upload documents, add URL's, and create folder (a one-stop-shop for information about UMKC Committees (ongoing))
4. Division of Diversity, Access and Equity Event Application
   Successfully updated application with a login page when signing up for an event workshop and corrected the email addresses for the ones already signed up for events
5. Blackboard Feed
   Successfully switched the Blackboard Feed job to run against SIS Production data instead of SIS Reporting data
6. Early Warning System Application
   Successfully designed, programmed and implemented an application – use to report students who have taken exams that are less than or equal to 70% of the required score

November
1. VSI Application
   Successfully moved into production – ongoing maintenance to ensure that the students are properly admitted and registered in classes
2. UMKC Committee Web Page
   Continued working on web page - allows certain users the ability to upload documents, add URL's, and create folder (a one-stop-shop for information about UMKC Committees (ongoing))
3. Division of Diversity, Access and Equity
   Successfully changed statistics web page to break out the statistics by event - requested by ODE
4. Early Warning System Application
   Successfully made changes and updates - users wanted to view the students rank for the class
5. Women’s Council Application
   Successfully corrected the print application - needed to be converted over to the new format that was changed for the Fall 07 semester
6. Web Form Law School
   Successfully added a CAPTCHA box to block spam email from this page
   http://www.umkc.edu/adminfinance/mediation/referral-form.asp
December

1. VSI Application
   Ongoing maintenance to ensure that the students are properly admitted and registered in classes

2. Dentistry’s MDC Web Application
   Worked with Ling on updating for the 2008 conference - updating the application with the 2008 events along with updating the tables to reflect those events

3. UMKC Committee Web Page
   Continued working on web page - allows certain users the ability to upload documents, add URL's, and create folder (a one-stop-shop for information about UMKC Committees ((ongoing))

4. Registration and Records
   Successfully developed queries for Faculty who have and have not taken the FERPA exam - various special queries for Faculty who do not have a PeopleSoft userid and whose account has been locked.

5. Ecommerce – Dentistry
   Redesign - worked with Ling on converting the application over to QuikPay and implemented multiple registrations (Midwest Dental Conference that is held each year)

Information Presentation Services Highlights

Ecommerce:

1. Updated and converted existing E-commerce Sites:
   New Student Orientation
   New Letters
   Nursing event within Donation site

2. Developed new E-commerce sites:
   Nursing conference WHCS 2008.
   Library donation and membership submissions.

3. Trained people to use the QuikPay admin tool (Gregory Paul Hinrichs, Susanne K. Miller)

Web Development:

1. Worked with Electronic Communication on various umkc websites. (Rotating photos, Press Release, Virtual Postcards, Graphic degrees table)

2. Updated and maintained sites for provost office. (AALO conference registration, Ivanhoe House Program, UBC Site)

3. Updated housing online application for 2008.

4. Updated GAF online application for Women’s Council Office

5. Fixed ODE Workshop online seminar sites problems of displaying order and new added category, added “attendance” function to it.

6. Fixed nursing post student/parent surveys.

7. Nursing BSN/MSN supplement online submission forms.