University of California, Merced
Information Technology
Annual Report on Service Delivery
(FY 2007-2008)

- **IT 2.0**
  - IT 2.0 Listening Tour
    - Extensive individual & group meetings (40+) to elicit customer feedback
    - Generated report & identified highest priority concerns (related projects included under appropriate sections below):
      - Email issues
      - Telephone provisioning
      - Cell phone billing
      - Help desk/problem resolution process
  - IT Retreat to establish strategic principles & vision
  - Creation of IT 2.0 web site
  - In-depth presentation of what IT does & how it is organized for Senior Leadership and Deans & Directors
  - Definition of general IT Advisory Committee (to convene in Fall 2008)
  - Data Governance: identified Resource Proprietors and Custodians; process to follow
  - Inauguration of "IT Sweeps", proactive visits of desktop technicians and others in a rotating basis around campus
  - Help Desk & problem resolution
    - Restructuring of process/communications to better meet user needs
    - Realignment of responsibilities of technicians and managers that work on trouble tickets passed on by the Help Desk
    - Creation of web application allowing users to track tickets (ITWOW)
    - Streamlined/automated process for requesting software via the Portal
  - Communications
    - Inaugurated IT article in every issue of Panorama with news & tips
    - Inaugurated IT Tip of the Week (via Happenings)
    - Began using Happenings to communicate IT service information more frequently than practical with email to the entire campus
- P**lan and Bring Up Campus Site and Building**s
  - Designed/Planned/Brought Online
    - Academic Trailers
    - Promenade Suites C-F
    - Dining Expansion
  - Brought online:
    - Mariposa Hall (Network, wireless, CATV)
    - Dining Expansion
  - Designed/Planned
    - Physical Planning Trailer (Pump House)
    - LSSF
  - Preliminary Design
    - Housing 3
    - Stem Cell Facility
    - Additional off-campus administrative sites
  - Continuing Design
    - SSMA
  - Library
    - Finished original AV program in Library
    - Installed AV in 5 administration conference rooms

        - CATV infrastructure installed
        - Converted KL202 & 208 into instructional computer labs (AV, data, power)
        - Brought up IT/AV for KL201 training room
        - Completed video conferencing build-out in KL232
    - COB
        - CATV infrastructure built out
        - Rebuilt instructional computer lab with integrated tables
        - IT for new office clusters on 3rd floor
- **Build IT Infrastructure & Core Services**
    - Network and network services
        - Implemented major re-architecture of campus network to provide support for new applications and advanced network security facilities
        - Installed new DHCP appliances to improve reliability in assigning IP addresses
        - Installed new redundant LDAP server architecture for improved performance and reliability
    - Email
        - Converted to centralized SPAM filtering
        - Increased quotas to 1 GB
        - Initiated campus users' evaluation of potential new webmail clients
    - Access & Identity Management*:*
        - Emergency Contact Phone and Email fields added for all users
        - Departmental contact information added to IDM for use in directory.ucmerced.edu
        - Identity Management Architecture & Provisioning
            - Integrated the Operational Data Store (data provisioning)
            - Integrated COEUS (account provisioning)
            - Deployed Gym membership affiliate accounts (managed by Rec staff; provisioned to CatCard)
            - Added Alumni affiliation type
            - Added Affiliates to CatCard feed
            - Modified CatCard feed to distinguish graduate and undergraduate students from each other
        - Upgraded to IDM 7
        - Assisted both UC Davis and UC Berkeley in assessing Sun's IDM technologies
    - Printing
        - Implemented print charging for public printers to CatCard for individuals and departmental printing
        - Partnered with ASUCM to provide $1.75/student/semester of free printing/copying
        - Added 3 additional locations
    - Security
        - Developed IT security web site
        - Reviewed security campus-wide for system-wide IS3 compliance report
        - Audited and documented security on all Windows servers
    - Server deployments:
        - 10 new Windows servers (for both IT & other departments; 87 total)
        - 5 new UNIX servers (91 total)
        - 2 new appliances (10 total)
    - Deployed new management facilities:
        - System Center Operations manager to monitor Windows servers
        - SolarWinds Orion for network management
        - HP LightsOut for remote management of HP servers
    - Central storage
        - Procured and deployed 7.5 TB of dedicated storage for the Writing Project

        - Procured and deployed 20 TB (expandable to 225TB) next generation SAN technology Storage Array to support immediate departmental needs.
        - Began preliminary work on developing an enterprise storage model to support campus needs for the next 3-5 years.
    - Telecommunications
        - Worked with AT&T to complete the "right-sizing" of cell phone plans (following the transition from the shared minute pool) and to obtain refunds
        - Brought cell phone bill processing up to current (always 2 month delay due to vendor processing)
        - Began using vendors & additional administrative staff to better process telephone provisioning & changes
    - Digital signage
        - Additional locations:
            - Student First lobby
            - Rec/Wellness Center
        - Upgraded to software version including functionality requested by UC Merced, allowing us to decentralize control & programming

- **General User Support**
    - Completed 9932 work orders (9213 in FY06-07, 8% increase)
    - 27.5% handled immediately by Help Desk; another 22.5% within 3 days (excluding weekends)
    - Groups completing work orders by percentage:
        - 39% Desktop Support Service
        - 30% Help Desk
        - 19% IT Operations Center
        - 4% Identify Management Office
        - 4% Classroom and Media Support
        - 2% Instructional Computer Lab Support
        - 2% Web & Portal Applications
        - 1% Other
    - 3971 work orders handled by Desktop Support Services:
        - 2015 Software
        - 1015 Mobile Device Hardware
        - 585 Hardware
        - 267 Network (including port activation)
        - 58 Mobile Device Software
        - 31 Other
    - Performed 594 telephone moves, adds, and changes
    - Software Licensing
        - Handled 1832 Help Desk tickets (1093 in FY06-07, 67% increase)
        - Responded to 1628 emails related to software procurement and licensing (717 in FY06-07, 127% increase)
        - Managed licensing for 315 software titles (186 in FY06-07, 69% increase)
        - Of these, 89 required price negotiation (no UC or standard academic discount available)
        - Managed site/volume/academic purchase agreements with 57 software providers (28 in FY06-07, 104% increase)
        - Handled $165K of software licensing, leveraging UCOP agreements, volume purchase levels, site licensing, etc., for an effective average discount of 45% ($137K in savings)
        - Converted 5 software titles to site-licensing, resulting in an additional estimated cost savings of $70K
    - DMCA (copyright violation handling)
        - Processing
            - Researched 138 cease and desist notices of which 87 were traceable
            - Handled 8 early settlement letters, none of which were traceable

            - Developed formal DMCA notification procedures
        - Education
            - Created a web page highlighting and promoting the use of legal alternatives
    - Redesigned IT web site with extensive documentation updates
- **Web/Portal**
    - With the support of the Portal Advisory Group, upgraded the portal to Academus 2.1
    - Launched new portal channels:
        - Cell phone procurement
        - Campus communications
        - IT-WOW – Work Order Web, online work order information
        - Software request forms & process added to technology acquisition channel
    - Web sites & applications built primarily by IT:
        - Upgraded Orientation Registration Application allowing for students to maintain profiles and self-manage their changes
    - Content Management
            - With a campus-wide evaluation & review team, selected a new web content management system, Drupal
            - Deployed Drupal with 3 pilot sites:
                - CRTE
                - Peer Mentoring
                - SSHA
    - Faculty Content Management System
        - 15 sites in the faculty CMS (3 last year, 500% increase)
    - Web sites that were newly integrated and launched or significantly redesigned and upgraded:
        - Research.ucmerced.edu
        - Seniors.ucmerced.edu
        - Lrdp.ucmerced.edu
        - Hr.ucmerced.edu
        - Counseling.ucmerced.edu
        - Careerservices.ucmerced.edu
        - Studentsfirst.ucmerced.edu
        - History.ucmerced.edu
        - Anthropology.ucmerced.edu
        - Strategicplanning.ucmerced.edu
        - Chancellor.ucmerced.edu
        - Era.ucmerced.edu
        - Commencement.ucmerced.edu
        - Psychology.ucmerced.edu
        - Wcgrad.ucmerced.edu
        - Scsgrad.ucmerced.edu
        - Ssha.ucmerced.edu
        - Management.ucmerced.edu
        - Crte.ucmerced.edu
        - Summerbridge.ucmerced.edu
        - Summersession.ucmerced.edu
        - Disability.ucmerced.edu
        - Recycling.ucmerced.edu
        - Taps.ucmerced.edu
        - Communications.ucmerced.edu
        - Ess.ucmerced.edu
        - Admissions.ucmerced.edu
        - Academicpersonnel.ucmerced.edu
        - Smi.ucmerced.edu
        - Recycle.ucmerced.edu

        - Alternacative-publications.ucmerced.edu
        - Family.ucmerced.edu
        - Spo.ucmerced.edu
        - Inauguration.ucmerced.edu
        - Physics-chemistry.ucmerced.edu
        - Senate.ucmerced.edu
- **Academic/Instructional and Related IT Support**
    - Computer labs
        - Rebuilt instructional lab in COB with furniture that integrates the computers, data, and power
        - Replaced 2 instructional labs in S&E with 2 new ones in Library, incorporating integrated furniture
        - Upgraded Bakersfield Center computer lab
        - Installed Insight classroom management software allowing more Faculty control over the instructional environment
        - Managed 7 labs at 3 locations:
            - 3297 class hours (1897 in FY06-07, 74% increase)
            - 68 courses (37 in FY06-07, 84% increase)
            - 81 software packages (45 in FY06-07, 80% increase)
    - Classrooms
        - New/Upgraded facilities
            - Built media carts in two newly assigned Kolligian Library classrooms
            - Created a mobile microphone cart with access to 8 wireless microphones to fulfill special event's needs
            - Researched and selected a new clicker Audience Response System to be used in campus classrooms and provided a vendor demonstration to interested Faculty
            - Assisted Student Disability Services with the support of a Real-Time Captioning service in 4 lecture halls
        - User Documentation and Training
            - Provided personal instructional technology orientation for every instructor during first week of each semester
            - Presented classroom technology overview at SSHA's new instructor orientation
            - Created documentation detailing the technologies available in the Lakireddy Auditorium to help set and clarify expectations for events scheduled in the room
            - Created quick user documentation for using document cameras
            - Created documentation for operation of AV systems for the Kolligian Library 3rd floor conference rooms
            - Created draft documentation for operation of AV systems in new computer classrooms and the Chancellor's conference room
        - Maintenance
            - Continued a nightly classroom technology maintenance schedule and added weekly specialized AV testing to ensure proper equipment functionality
            - Created a year-round maintenance schedule for AV equipment in the classrooms
            - Created a wireless microphone frequency map to document what was in use and to avoid possible frequency overlap
        - Supported numerous special instructional events (review sessions, CORE class events, rehearsals, Service Learning presentations…)
    - Videoconferencing (hours reported exclude planning and set-up time)
        - Supported 9 videoconference rooms at 5 locations and an additional 2 mobile videoconference systems on campus

        - Academic (Undergrad, Grad, Research, Thesis) – 160+ hours
            - ME 142 Mechatronics
            - CSE 283 Advanced Topics in Intelligent Systems
            - Pro Seminar for First-Year PhD - 1397 - PSY 200 - 001
            - Telemedicine with Maria Pallavacini, UCSF, UCD and CENIC
            - UCDC/with Gregg Herken
            - National Science Foundation
            - PARCA with the University of Colorado
        - Administrative – 70+ hours
            - UCM Campus Sustainability with UCOP
            - CA Emerging Technology Fund
            - Connections: Brown Bag Communications Lunch
            - Admissions staff meetings
    - Capture and Streaming
        - Instruction – 60 hours
            - ES 291 Grad Group Seminar
            - WRI 117 Writing Program
            - NSED 23
            - NSED 63
        - Special Events – 52 hours
            - Student Events (PAWS, INTRO Recital, etc.)
            - Pellissier Speaker Series
            - FVP Protocol
            - Grand Piano Unveiling
    - Collaboration and Learning Environment (UCMCROPS)
        - Deployed Course Evaluation facility for Writing Program
        - Upgraded to Sakai 2.5
            - Test&Quizzes fixed
            - View rosters and pictures added
        - Course sites increased to 1451 (976 in FY06-07, 48.7% increase)
        - Project sites increased to 206 (139 in FY06-07, 48.2% increase)
    - Non-Instructional events supported (73 total):
        - Campus Conferences & Events
            - Convocation
            - GKI Exhibit – Gandhi, King and Ikeda: Legacy of Peace Builders Exhibit
            - 2007 UC Counselor Conference
            - Health Careers Day
            - Weird Chemistry Night
            - Chancellor Kang's Inauguration
            - NACCS Conference
            - TSA Internship Forum
            - Oratorical Contest
            - Dinner with the Scientist
            - Bobcat Day
            - Leadership Program
            - UMOJA Conference
            - Science Olympiad
            - Service Learning Final Presentations
            - Commencement Reception
            - Solar Taxi visit
            - Summer & Spring Orientation Events
        - University Relations & Community Events

            - Legacy Circle Dinners
            - Pellissier Family Reception
            - AT & T Event
            - Sigma Xi banquet
            - Rotary Club
            - Spendlove Prize Announcement
            - CWA Lecture
            - Board of Trustees Meetings (Merced Campus & Fresno Center)
            - Gallo Piano Unveiling
            - Assembly Committee
            - Pellissier Speaker Series
            - SJV Supervisors Conference
        - Long Range Development Planning Events
            - Environmental Community Permit Forum
            - US Army Corps of Engineers
            - Environmental Protection Agency
        - Administrative Meetings & Staff Training
            - Med School Faculty Meeting
            - New employee orientations
            - UC Travel Connexxus training
            - Strategic Academic Planning – Faculty Forums
        - Student Life & Student Club Events
            - Dolores Huerta visit
            - Poetry Jam
            - Focus the Nation
            - Unity Fest
            - Dance off
            - LGBT Drag Show
            - Town Hall Meeting: Meet the Candidate Forum
            - ASUCM Presidential Debate
            - Japanese Film Series
            - Chamber Music Concert
            - Intro Dance
            - Martial Arts Club (AsianFest)
            - Korean American Coalition – KCN
            - Korean American Coalition – Dinner presentation
            - Pilipino American Alliance - Barrio Fiesta
            - PAWS II
            - Studio 1 Recital
            - Dance Coalition
            - Movie Night - 21
- **Student recruitment, orientation, and support**
    - Orientation (9 sessions)
        - Updated documents on What Computer to Buy/Bring & Student Computing Resources.
        - Created a Spanish translation of the What Computer to Buy/Bring document
        - Gave presentations to undergraduate students and Q&A for parents
        - Created new presentation for Parents
        - Gave new presentation for Spanish speaking parents
        - Gave new presentation for Graduate students
        - Provided IT/AV and Computer Lab support for orientation events in three different campus locations
    - Orientation Registration online system

        - Handled 7 orientation sessions
        - 1084 students self-registered
        - Reduced Orientation staff workload
    - Bobcat Day
        - Created and staffed IT booth
        - Created new Mac/PC Keyboard Shortcut cards for handouts
        - Provided IT/AV support for presentation events
    - Move-in Day
        - IT booth for laptop wireless configuration & other residence networking issues
        - Coordination with AT&T for student phones
    - Download I.T. - Student Computing Support Clinic (3 sessions, ~50 students)
        - Created informational presentation to assist students with navigating campus computing resources
        - Offered hands-on assistance with installing campus supported applications, and configuring connections to network resources
    - Student Elections
        - Assisted Student Affairs in holding elections via CROPS
    - Student Events
        - Supported AV for 20+ events (see above)
- **Schools, Research, and Centers**
    - Engineering
        - Modified PAWS to send data to Wobble
        - Developed process for Service Learning hostnames
        - POSIX account provisioning
        - Assisted with enabling Active Directory authentication for instructional labs
        - Provided license management via license server for ARcGIS, Matlab, Ansys, Pro-e, …
    - Natural Sciences
        - Modified Single Sign On to support local application development efforts
        - Developed Sign up process for SMI allowing teachers to sign up for their program
        - Supported Math program and implemented LDAP for Gateway project
        - Assisted in linking applications to LDAP
        - Assisted in getting LDAP working for ssh logins
        - Assisted with enabling Active Directory authentication for file server
        - ESS.ucmerced.edu web site configured and launched
        - SMI website configured and launched
        - Physics-Chemistry Web site configured and launched
        - Consulting and support for Telemedicine Project
    - Social Sciences, Humanities, and the Arts
        - Created site for SCS Graduate Group
        - Created site for WC Graduate Group
        - Troubleshoot Alternacative-Publications for Martin-Rodriguez
        - Psychology.ucmerced.edu configured and launched
        - Atomic-tragedy configured and hosted for Sean Malloy
        - Anthropology.ucmerced.edu configured and launched
        - History.ucmerced.edu configured and launched
        - SSHA website configured and launched
        - Management website configured and launched
    - Office of Research
        - Assisted Office of Research in procuring UCI Office of Research web content
    - Sponsored Project Office
        - Installed COEUS 4.0
        - Upgraded to COEUS 4.3
        - Added Unit Hierarchy
        - Added users and base roles

        - IRIS configured to work at UC Merced and integrated into the portal
    - Writing Project
        - Installed server and storage
        - Deployed Course Evaluation facility in CROPS
        - Supported ePortfolio pilot (OSP)
- **Administrative/Departmental IT**
    - Student Information System
        - Fulfilled approximately 650 user service requests (554 in FY07-08, 17% increase)
            - Admissions
                - Implemented issue tracking system for Undergraduate Admissions
                - Enhanced Online Statement of Legal Residence web application
                - Enhanced ODS to include graduate admissions data to support interface to Engineering's GDAS system
                - Implemented Fall 2008 undergraduate admissions application load enhancements
                - Redeveloped UCOP graduate admissions file process
                - Collaborated with IPA on SIR yes survey
                - Enhanced SIR no survey
                - Streamlined admissions decision processing to all mass decision entry
            - Financial Aid
                - Completed standard annual Financial Aid regulatory upgrades
            - International
                - Initiated fsaATLAS implementation in collaboration with ISSO office
            - Registrar
                - Developed UCOP Degrees Conferred file process
                - Enhanced UCOP Registrants file process
                - Integrated online registration website with bookstore website, facilitating online textbook purchase
                - Initiated DARS implementation in collaboration with Registrar
                - Developed a method to post student orientation charges in real time
            - Student Accounting & Billing
                - Enhanced Accounts Payable and General Ledger interface
                - Automated health insurance information transfer to Wells Fargo (was manual)
                - Implemented non-student payments through Banner
                - Implemented Parent PLUS loan refund enhancement, making refunds more secure
            - Cross-functional
                - Created Banner Guide on IT website
                - Licensed and installed in portal Banner Computer-based Training for functional users
                - Implemented streamlined SIS user account request process
                - Implemented SIS wiki to support collaboration
                - Implemented user-managed job scheduling/chaining/monitoring system
                - Implemented formal SIS data change control process

        - Implemented Banner/Oracle Fine Grained Access Control to enable more granular access controls within Banner environment
- Business Intelligence
    - Operation Data Store
        - Completed ODS production implementation
        - Implemented custom data interfaces for the School of Engineering's Graduate Admissions application review system
    - Data Warehouse
        - Collaborated with IPA in evaluation and selection of Business Intelligence platform (Cognos)
        - Installed and deployed development Cognos environment
        - Initiated planning for the first Data Mart, which will contain census-based admissions and enrollment data
- BFS
    - Deployed 5 new servers
    - Relocated development servers from Castle to Telecom
    - Assisted with data migration to storage area network
- Bookstore
    - Upgraded system to process credit cards via the network
    - Worked with vendor to deploy sales of electronic texts
- CatCard
    - Upgraded CSGold to version 5.0.17
    - Improved/enabled interfaces for printing support
    - Added Affiliates to provisioning
- Modified feed to distinguish graduate students and undergraduate students
- Career Services
    - Integrated CatLink with Single Sign On
    - Updated their user listing with current students
- Chancellor's Office
    - Developed a form on web site for requesting the chancellor's attendance at events and another one for requesting meetings
- Communications
    - Setup stats for www.ucmerced.edu and admissions.ucmerced.edu
    - Launched images.ucmerced.edu using web server to provide front end image retrieval from Canto Cumulus
    - Developed and refined Happenings announcements portal channel
    - Developed content management system allowing Communications to manage imagescapes, features, and spotlights on the campus web site
    - Implemented rotating graphics for audience pages
    - Developed proposal for Emergency Web Provisioning
    - Provided hosting for the Summer Session Newsletter
- Enrollment Management
    - Created anti-melt web application allowing the targeting of students who had not checked portal or email within given date ranges
- Facilities
    - Modified FM Help system to require FAU's for work orders that are funded by the units
    - Worked with Facilities link to incorporate user and department info into application
    - Deployed new database server for energy management system
- Health Services
    - Reconfigured computers and access mechanisms to simplify access while maintaining security and controlled access
    - Set up server for student self-service scheduling for Point and Click
- Housing

        - StarRez Housing portal installed and integrated with LDAP
- Human Resources
    - PAWS Phase III with EEO support deployed in production
    - PAWS 3.1 updated
- Institutional Planning & Analysis
    - Configured UCB Financial Aid Estimator (service for students)
    - Upgraded SnapSurvey software to current version
- Library
    - Configured and launched DeepWeb Pilot
- Police/Dispatch
    - Developed portal channel to capture Emergency Contact information
    - Supported implementation of Blue Light Talk-a-Phone pilot
    - Created operational/support documentation and diagrams of equipment and servers
    - Prepared for Computer Aided Dispatch system installation:
        - Designed new highly secure subnet, entailing significant interaction with the DOJ
        - Researched vendors & options
        - Installed & configured redundant servers
        - Prepared software (RIMS) & database server
    - Implemented alarm monitoring on dispatch workstations (CBord)
    - Security cameras & monitoring system
        - Trained & certified staff for Pelco (cameras & controllers) support
        - Audited & documented Pelco deployment across campus
        - Brought all Pelco software to current levels
        - Proposed network changes to provide better quality images and support continued expansion of camera base
        - Implemented weekly back-ups of Pelco System Manager
- Registrar
    - Modified CROPS to give Registrar access to courses
- Student's First Center
    - Developed survey on portal for students to identify their favorite things in Merced in support of student recruitment
- University Advancement
    - Developed application allowing generation of list of current faculty and staff in support of Chancellor events
    - Developed a custom site for Shannon Blackwood for Board of Trustee members to use Single Sign On