

CIT



**Annual
Report**

**July
2007**



CIT MISSION

CIT's Mission is to provide outstanding leadership and support to the college community in computing, voice and data communications and instructional technologies..

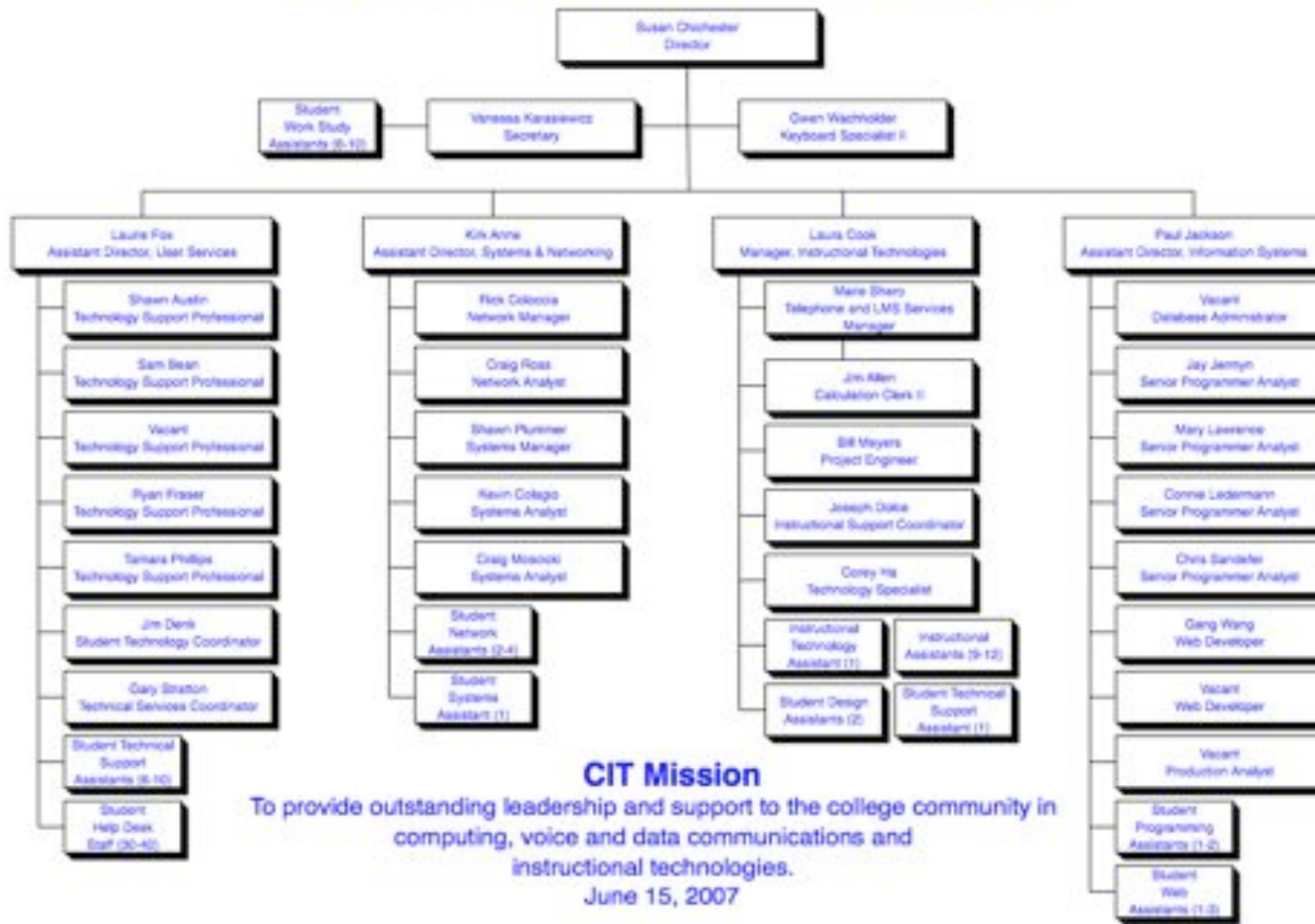
CIT GOALS

Advance Geneseo through:

- Collaboration and Communication with College Departments
- Technical Innovation and Service Excellence
- Support of Teaching and Learning
- Reliable and Secure Systems
- Cost-Effective Use of Resources
- Commitment to Professional Development

ORGANIZATIONAL CHART

Computing & Information Technology



CIT Mission

To provide outstanding leadership and support to the college community in computing, voice and data communications and instructional technologies.

June 15, 2007

STAFFING

Total Professional Staff: 32 full time

Director

Secretarial: 2 full time

User Services: 8 full time

Instructional Technologies: 6 full time

Systems & Networking: 6 full time

Information Systems: 9 full time

Retirements:

Christine Finocchario, January 2007

Paul Griffen, March 2007

Resignations:

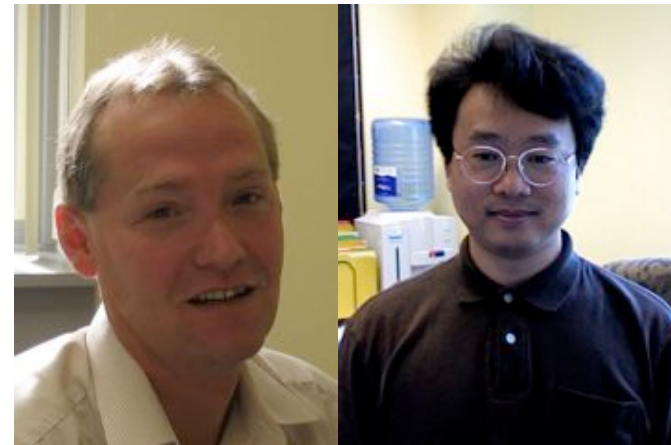
Chris Leckinger, October 2006

Kurt Keller, June 2007

Emilio Acevedo, June 2007

New Hires:

Paul Jackson, July 2006



Paul Jackson

Gang Wang

Gang Wang, February 2007

Promotions:

Jay Jermyn, Connie Ledermann, Mary Lawrence: Lead Programmer Analyst (SL3) to Senior Programmer Analyst (SL4)

Vanessa Karasiewicz: Keyboard Specialist II (GR9) to Secretary I (GR11)

Gwen Wachholder: Keyboard Specialist I (GR6) to Keyboard Specialist II (GR9)

STAFFING

Organizational Changes:

In January 2007, with the retirement of Jerry Burns, the function of Telecommunications was moved to CIT. Four staff members, Marie Shero, Craig Ross, Jim Allen, and Gwen Wachholder joined our staff. Marie Shero became part of the Instructional Technologies group and was given added responsibility for Angel administration. Marie's new local title is Telephone and LMS Services Manager. Jim Allen also became part of the Instructional Technologies group and as a Calculations Clerk II he has picked up the responsibility of accepting payments for services for both telephone and other CIT services. Craig Ross became part of the Systems & Networking group and in

addition to managing telephone infrastructure he will begin to learn more about managing network infrastructure. Craig's new local title is Network Analyst. When Chris Finocchiaro retired, Vanessa Karasiewicz was promoted to Secretary I and Gwen Wachholder was promoted to Keyboard Specialist II.

Gwen's Keyboard Specialist II position was converted to a new professional position for the Systems & Networking group. Craig Moscicki was moved into the new position as Systems Analyst. Craig's former position as Student Technology Coordinator was filled by TSP, Jim Denk. Shawn Austin,

TSP, was reassigned to Jim Denk's cluster of departments and we opened a search for a new TSP to support Biology, Chemistry, Physics, Geology, Communication, AOP, Career Services and Facilities Services.

Paul Griffen resigned in March 2007 and his position was redefined as a Web Developer and this search is currently in process. Kurt Keller and Emilio Acevedo both resigned in June 2007 and we are currently searching to fill these positions as soon as possible.



DIRECTOR'S MESSAGE

When I think back over this past year, what comes to mind is wow! The opportunities that have presented themselves and the challenges that have come with them have enabled us to reorganize, capitalize on the strengths of our staff and ready ourselves for the future.

In January, the function of telecommunications became part of CIT. Four additional staff, Marie Shero, Craig Ross, Gwen Wachholder, Jim Allen, joined the CIT staff. This marriage has provided much looked-for growth in our Systems & Networking group. Craig Ross joined the group and has begun cross-training on networking giving us a greater depth of knowledge and backup support for the campus network. Network Manager, Rick Coloccia, in turn, is cross-training on the voice network providing the college better means for maintaining both the voice and

data networks. The retirement of Chris Finocchario in January eventually enabled us to move Craig Moscicki to the Systems & Networking group as primary support for windows servers. In the end, we have increased the total staff supporting voice/data networking and campus servers from four staff to six. We have also increased staff resources in the Instructional Technologies areas with former Telecommunications personnel. In addition to managing our front-line telephone services, Marie Shero has begun to take an active role as an administrator for the new Learning Management System from Angel Learning. Jim Allen now handles all recharges, cash, check and credit card payments for CIT.

This year also brought the decision to require the Fall 2007 incoming Freshman to bring a notebook computer to college. The universal notebook requirement will help establish a campus culture in which

faculty and staff are increasingly willing and able to explore innovative and effective classroom and co-curricular uses of information technology. Our immediate challenge has been to begin to look at our campus infrastructure and facilities and determine needs due to the impact of the notebook requirement. We have increased our wireless network coverage in the academic buildings. When purchasing classroom furniture for new facilities, the use of student notebook computers is being considered. Experimentation with “notebook friendly” areas and notebook collaboration work spaces is currently taking place. We have also worked with the Financial Aid Office to provide a mechanism for 10 students each year to be provided a notebook computer for their use based on financial need. Discounted pricing from Dell and Apple is also available to all students through the Notebook Purchase Program.

DIRECTOR'S MESSAGE

One of the major challenges facing us in coming years as our students begin to use their computers in the classroom is software. In April, Geneseo signed on for the Microsoft Campus Agreement. This agreement licenses all Geneseo students, faculty, staff and lab computers for Microsoft Office. This was an important first step to ensuring that every student has a comparable suite of software, supported by CIT, that can facilitate instruction.

This spring, Geneseo purchased the Angel Learning Management System. Geneseo's implementation of Angel, is being called *myCourses*. CIT has been working on post installation tasks getting this new learning environment ready for all faculty and students use this Fall. Loading *myCourses* with Banner faculty, student and course data has



been one of the challenges. We have hosted one faculty training for *myCourses* this month and have another one planned for next month. Additional *myCourses* training will be offered in August and throughout the academic year. Five faculty are piloting use of *myCourses* in their summer session courses.

Our administrative systems underwent major changes over the past year. We completed the conversion from SGENAB allowing us to provide increased functionality and better support for our users. We also fully converted from homegrown production scripts to using AppWorx, a robust production scheduler. We worked with the Dean's Office to provide the WebCAPP, degree audit, functionality to Banner. Student photos were also added to faculty

course rosters. The Xtender solution was implemented providing Admissions, Financial Aid and AOP with the ability to scan documents and attach them to student records within Banner. CIT provides ongoing maintenance and support for the Banner Student Information System throughout the year. During the 2006-07 year over 95 maintenance patches were applied to the Banner application and its Oracle database. We also continue to provide daily monitoring of processes and resources as well as daily support and consulting for the Banner application to departments.

A capital project to upgrade the colleges fiber infrastructure provided \$370K to create additional network redundancy and to increase the capacity of the campus network. When completed, the network will have a higher degree of fault tolerance and reliability.

DIRECTOR'S MESSAGE

The following fiber runs being completed are:

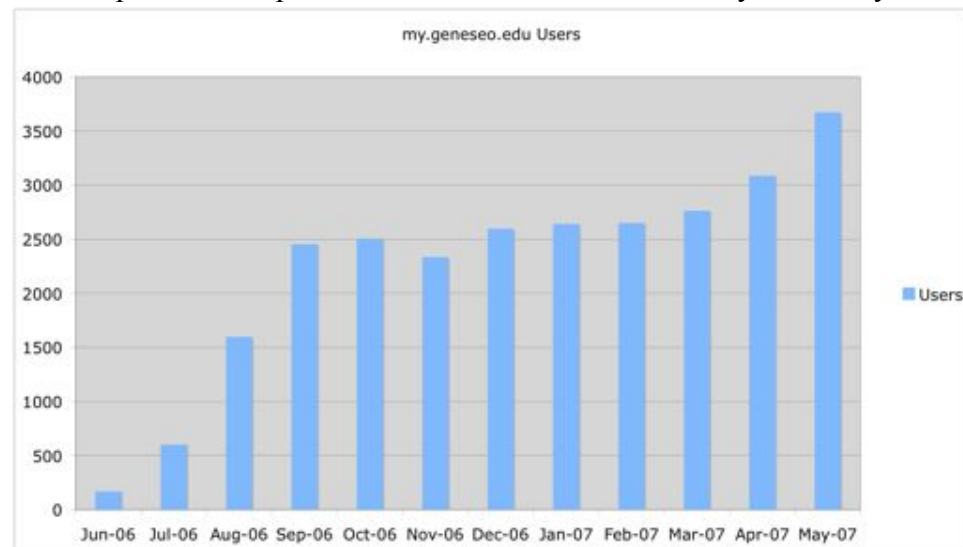
- Erwin to Wadsworth to Welles to South 130 (machine room)
- Erwin 1 to Erwin 11 (new machine room)
- Newton BDF to Rear Screen
- Welles 6 to Welles 2nd Floor
- South to Schrader BDF
- Seneca to Allegany
- South to Mary Jemison
- South to Nassau
- South to Allegany
- Newton to Milne to Blake to Fraser to South
- Welles to Brodie to Bailey
- Newton to ISC to Greene

myGeneseo was rolled out to the full campus community in August 2006. *myGeneseo* usage steadily increased as the year progressed. Many enhancements were made including a portlet for viewing student and staff CAS meal card balances. The Meal Balances portlet was the most

requested portlet by students. For staff, accruals were moved to *myGeneseo* providing this information to staff via single sign-on. For students, a Courses portlet was added providing students with a quick, consolidated look at their class schedule, map indicating where their classes are located, the ability to estimate grades and calculate GPA and the final grade for the course. The ability to customize *myGeneseo* is another expectation of portal users.

The ability to change the look and the placement or inclusion of portlets via CustomColumn was added to improve the usability of *myGeneseo*.

CIT provides significant training, support, and consulting for the Web Content Management System (CMS). The CMS provides a more consistent look across departmental web pages and it allows departments to maintain their web site content more efficiently. This year CIT



DIRECTOR'S MESSAGE

focused on helping users convert existing sites to the CMS and training them to maintain those sites.

Last year we had moved to using RT as our help ticket management system for the CIT HelpDesk. This year we began using RT for telephone service requests, Information Systems requests, and some project to-do list items. We also have added customer satisfaction surveys to some of our RT tickets at completion.

Mandated changes this year included day light savings time, SUNY Eduperson and New York State Executive Order #3. With the legislative change in daylight savings time, we had to patch a number of systems to accommodate this change. System Administration required us to add eduPerson attributes to our LDAP directory to be used in SUNY business applications. Executive Order #3 requires us to broadcast over the

Internet College Council Meetings. We are also required to make a closed caption recording of the meeting available on our web site following the meeting. We have purchased the necessary equipment to meet EO3 and will be broadcasting our first meeting in October 2007.

Geneseo is focusing efforts on reducing the potential for identity theft by reducing or eliminating access to confidential personal information such as Social Security numbers. During 2006-07, CIT implemented enhancements to the Human Resources Time-Off Accruals and CAS Meal Plan applications which allow Geneseo to better control access to confidential information. This will continue to be an area of focus in 2007-08.

Identity Management remains a challenge. We have spent a great deal of time this year wrestling with the issues of Identity Management.

We have documented and have made some improvements to account creation and deletion procedures. We have established various identity groups. We have outlined a process for quick non-routine removal of a users access to Geneseo systems. In the coming year, we will be working on granting access to services based on who you are.

When we are in the midst of preparing for a new academic year, there is sometimes the tendency to forget the efforts spent this past year preparing for a new academic year. The Integrated Science Center was one of those projects. The ISC opened its doors last Fall with 22 teaching spaces outfitted with technology and 1500 network drops.

With the addition of the telecommunications staff and the desire to locate staff that work together within a reasonable distance from each other, we made some space changes this year. We built

DIRECTOR'S MESSAGE

and office for Craig Ross from the Systems & Networking group work area in South Hall. We also moved all Systems & Networking staff into the SH124B suite. All Information Systems people were moved to the 122 and 124A suites. In Newton, Ron Pretzer, college photographer, who shared some of the Newton space with CIT retired and was not replaced. We eliminated two darkrooms and cleaned out old photography storage to give us space for Marie Shero and Jim Allen in Newton. We also made improvements to the two Newton reception areas allowing us to provide better customer service in Newton.

Server virtualization is one of the most exciting technologies to have come along. We recently purchased VMware's Virtual Infrastructure that allows us to create multiple virtual servers on a cluster of servers. The benefits are that we can manage the virtual servers easier, utilize the

hardware more efficiently, and have a high availability environment without a complicated cluster configuration for each server. Early results indicate that virtualization will increase utilization and reduce the overhead of server management. Another component of the VMware's Virtual Infrastructure is the ability to measure the resources used by each server. In the past, departments needing a server for an application, would need to spend about \$5K every three years for a server. The virtual environment lends itself well to an annual cost model that departments can consistently budget for.

Our printer accounting system was no longer being supported by the vendor. In May we migrated to a new printer accounting solution called PaperCut. Our new solution will allow us to discount double-sided printing.

An outcome to the Ecommerce committee recommendations was the purchase of TouchNet Enterprise System to handle Ecommerce for the college. This year we moved our current on-site TouchNet payment gateway to a hosted system in Kansas City. The TouchNet eBilling system was also implemented. A next step for this project is the introduction of store fronts through the TouchNet Marketplace. One of our challenges will be backend integration of the Marketplace product with our existing non-Banner systems.

CIT began using a wiki for our documentation. When we upgraded Banner, all user documentation was available via the web-based wiki. The wiki makes it easier for multiple people to keep documentation up-to-date and provides documentation for changes. We are currently moving our disaster recovery plan to the wiki. For the campus a commercial wiki product, Confluence, has been

DIRECTOR'S MESSAGE

installed. Confluence will be a great tool for collaborative work.

In January, Microsoft released the new operating system Vista. Students have already begun to connect their computers to the network with campus network with Vista. There have been some compatibility issues with out products we use on campus that have had to be worked out. We don't have plans to purchase computers with Vista until 2008.

SPAM continues to be concern but with the Barracuda boxes we have managed to keep SPAM under reasonable control. Over the past year, there were just over 51 billion email message delivery attempts to user@geneseo.edu. 64% of these messages were blocked at our front door. Another 10 billion were quarantined as suspected SPAM. Only 17% of delivery attempts are actually delivered to campus email boxes.

We worked to improve the efficiency and consistency of our Software Development Process. Some notable efforts included:

- Implementation and documentation of standards related to software development and support.
- Defined software development process (currently in process of implementation).
- Implemented RT to track defects and work requests.
- Implemented WIKI for system and user documentation.
- Implementation of Subversion source code control software for web applications such as my.geneseo.
- Automation of tasks related to software installation and source code control.

CIT staff often participate on various college committees and teams. This

year CIT staff served on the Pandemic Flu Planning Committee, Campus Locks Procurement, College Copiers Procurement, Ecommerce Committee, Energy Conservation Committee, Family Day Planning Committee, Judicial Affairs Committee, College Senate, Disaster Planning and Response Coordinating Task Force, Teaching and Learning Center Advisory Committee, Environmental Task Force and the Commencement Committee.

The CIT management team believes that staff moral is important. In a effort to recognize staff accomplishments, we have begun to give Kudos certificates to each other at our monthly staff meetings. Any staff member can give a Kudos. The



DIRECTOR'S MESSAGE

management team backs up the certificate with a Kudos bar. Each month two individuals are chosen for a special recognition called the Lava Lamp award. These staff receive a USB lava lamp to keep for the month. The lamps are passed on to other deserving staff at the next meeting. Patting ourselves on the back is a moral booster and has been fun. Lava lamp award recipients to date have been Vanessa Karasiewicz, Gary Stratton, Shawn Plummer and Chris Sandefer.



This coming years plans include focusing on staff training and development. With recent turnover in some positions, retirements and the reorganization in January when Telecommunications joined us, more than 1/3 of the CIT staff is new, has had a change in responsibilities or has been on the staff for less than two years.

In light of the Virginia Tech

shootings, CIT will be involved in critical incident management planning efforts on campus. We will also be updating our CIT disaster recovery plan.

Security will remain a focus as we work with Systems Administration on developing a campus information security program. Longer range plans include working toward better

protection of social security numbers within Banner.

We will be piloting Voice over IP in the Newton classrooms this fall. Voice over IP is a possible solution to provide phone service to places that traditional phone service is nearly impossible.

“Technology has the shelf life of a banana.” - Scott McNealy

Chairman of the Board, Sun Microsystems

Secure and adequate funding for our

technology infrastructure remains a challenge. Some building are still operating with old category 3 building wire. Most of our Residence Hall networking hardware is out of warranty and near end of life. The ISC has added 22 additional technology enhanced classrooms and the budget for classroom technology has not increased. The Erwin 11 data

DIRECTOR'S MESSAGE

center is in dire need of a new air conditioner.

Another interesting situation that we are facing is the one of resource allocation and chargebacks. Now that Telephone Services is a CIT function, we need to deal with the additional overhead of accounting for time and making sure that we bill labor and parts to the appropriate parties. This inevitably leads to a discussion of what do we charge for and whose work is charged back to departments?

As more and more web applications are being required, we need to increase our web capacity, productivity and quality. We need to find ways for others to contribute without being web experts. The addition of a web content editor in Communications and Publications will hopefully begin incremental improvements for the college web site. CIT is excited about working with this new individual.

I look forward to this coming year and I'm filled with curiosity about what it will bring. How much impact will the notebook computer requirement have in its first year? How many faculty will begin to use *myCourses*? What will be the new things that students want to see in *myGeneseo*? Will our efforts in emergency planning make our campus safer? Will server virtualization live up to our expectations? How will new CIT staff change and enrich what we do?

NewsBytes Publication Dates

June 2006

September 2006

October 2006

November 2006

January 2007

March 2007

May 2007

MAJOR INFORMATION SYSTEMS PROJECTS

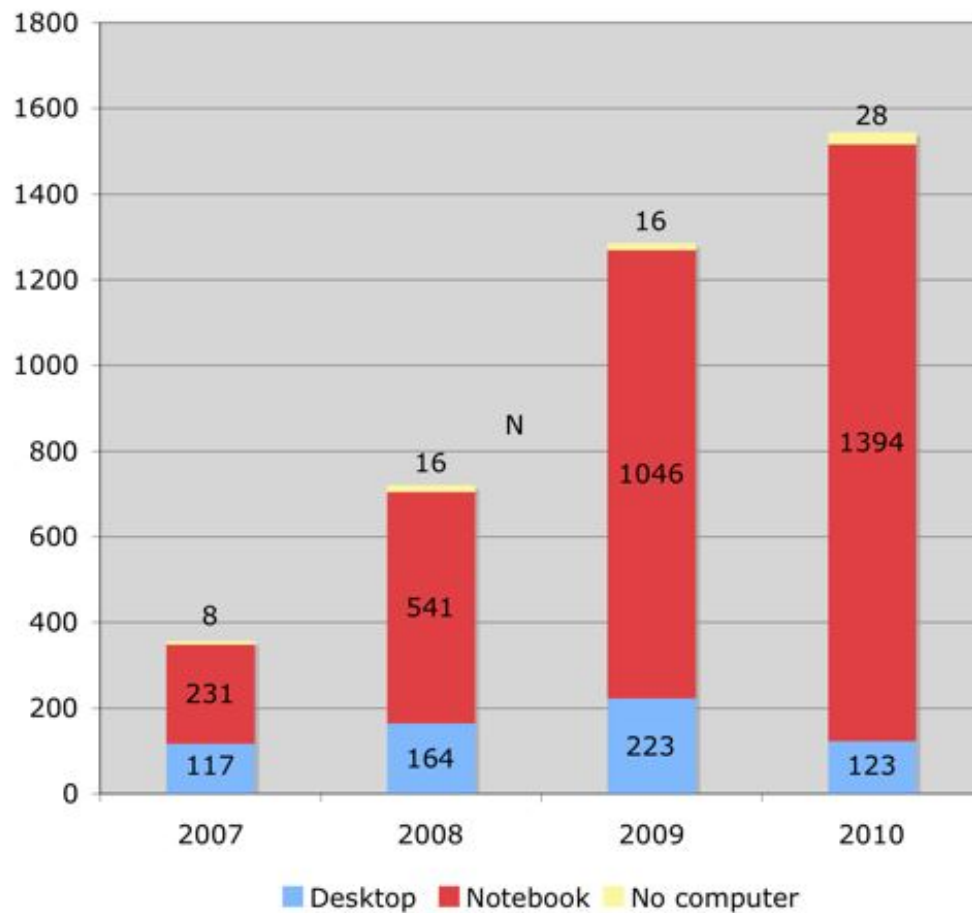
Project	Completed	Project Benefits
Appworx Conversion	Fall 2006	<ul style="list-style-type: none"> • Providing users with increased functionality and better support • Increasing automation and monitoring for job streams. • Allow users to print output independently.
Conversion from OpenVMS to UNIX	Fall 2006	<ul style="list-style-type: none"> • Providing users with increased functionality and better support. • Allows for utilization of newer improved servers.
Banner 7.x Upgrade	Fall 2006	<ul style="list-style-type: none"> • Providing users with increased functionality and better support.
Web CAPP	Fall 2006	<ul style="list-style-type: none"> • Improved access to a student's degree progress by the student and their faculty advisors. • Included enhanced security and access to support advisement by department chairs.
Online SOFI Evaluations	November 2006	<ul style="list-style-type: none"> • Ensure all students were provided with opportunity to respond to instructional evaluations. • Improved anonymity for responses. • Improved efficiency to process evaluations.
SICAS Financial Aid XML Reporting Processes for Pell, ACG, and SMART Federal Grant Disbursements	December 2006	<ul style="list-style-type: none"> • Support for mandatory financial aid processing. • Enhanced functionality for Financial Aid department.

MAJOR INFORMATION SYSTEMS PROJECTS

Project	Completed	Project Benefits
Picture Class Roster	January 2007	<ul style="list-style-type: none"> Allows faculty to view pictures of the students in their classes to help improve familiarity and support the faculty/student relationship.
2007-08 Financial Aid Implementation	February 2007	<ul style="list-style-type: none"> Support for mandatory financial aid processing
Oracle Grid Control	March 2007	<ul style="list-style-type: none"> Monitoring databases and application servers to provide better service levels
Touchnet eCommerce & Student Account Center	March 2007	<ul style="list-style-type: none"> Outsourced hosting of credit card process for increased security and compliance with standards. Improved efficiency and costs for Student Accounts departments, students, and parents through electronic billing and Student Account Center. Positioned campus to take advantage of Touchnet Marketplace product for other Campus credit card processing needs.
Banner 7.3	May 2007	<ul style="list-style-type: none"> Providing users with increased functionality and better support.
Xtender Imaging	May 2007	<ul style="list-style-type: none"> Improved efficiency, reliability, and security to student documentation for campus departments.
Nolij Transfer Integration with Banner.	May 2007	<ul style="list-style-type: none"> Enhanced functionality and improved efficiency for Admissions department importing student applicants to Banner.

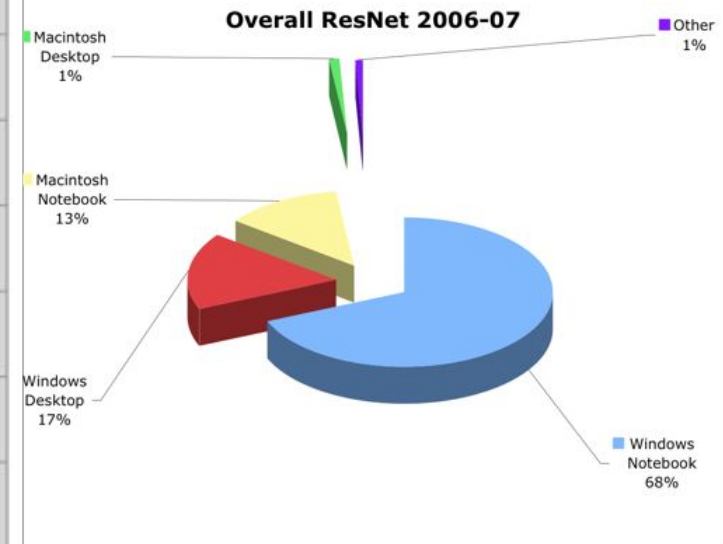
RESNET STATS

ResNet 2006-07 Computers By Grad Year



This year on campus students brought an all time high percentage of notebook computers with 92% of the freshman class bringing a notebook computer to college. We have also seen a rise in the percentage of students bringing Macintosh computers to college.

Overall ResNet 2006-07



STATS & FACTS

Poster Printing	Fall 2006	Spring 2007 (through 5/14)	Total
Total amount (in feet) of material printed	858	1197	2055
Feet of glossy	445	533	978
Feet of heavyweight	413	664	1077
# of glossy posters	152	168	320
# of heavyweight posters	179	192	371
Total # of posters	331	360	691
# of tubes	12	53	65
Chargeback	\$5,445	\$6,735	\$12,180
Non-chargebacks	\$1,445	\$2,180	\$3,625
Total amount received for all posters	\$6,890	\$8,915	\$15,805

Other Services	Fall 2006	Spring 2007	Total
Slides	3058	1797	4855
DVDs	158	114	272
VHS	2	4	6
CDs	15	9	24
AV desk signout instances	423	435	858
Equipment Signouts	64	75	139
Student Teacher Projection Kit	37	29	66

Commencement Stream

Broadband

Viewers: 1311
 Average Length Watched: 11.43 Minutes
 Total Connections On-Campus: 102
 Total Connections Off-Campus: 1209
 Total Mac Connections: 145
 Total PC Connections: 1166
 Unique Connections: 223

Dial-up

Viewers: 179
 Average Length Watched: 14.20 Minutes
 Total Connections On-Campus: 36
 Total Connections Off-Campus: 143
 Total Mac Connections: 46
 Total PC Connections: 133
 Unique Connections: 79

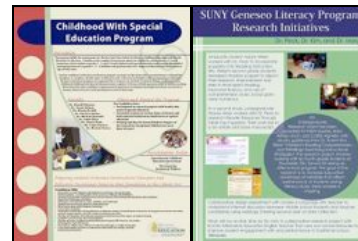
SPECIAL PROJECT & EVENT SUPPORT



**The Italian-American
Family Album
Installation**
September, 2006



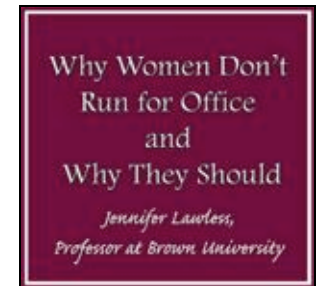
**The Opening of
the Integrated
Science Center**
November 10, 2006



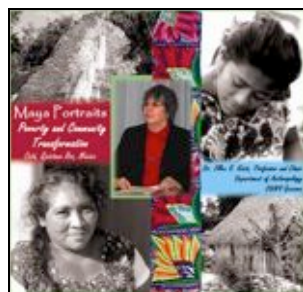
**School of Education
NCATE Accreditation**
Fall 2006



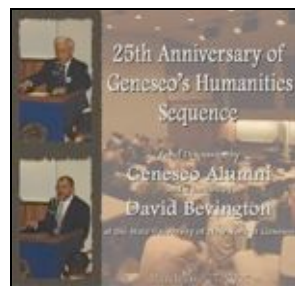
**Cultural Harmony Week:
A Lecture by Charlotte H.
Johnson**
October 26, 2006



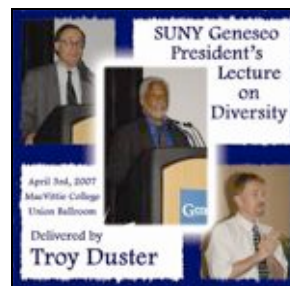
**Why Women Don't
Run for Office
and
Why They Should**
*Jennifer Lawless,
Professor at Brown University*



**Maya Portraits: Poverty
and Community
Transformation**
February 15, 2007



**25th Anniversary of
Geneseo's Humanities
Sequence**
March 26, 2007



**SUNY Geneseo's
President's Lecture on
Diversity: Troy Duster**
April 3, 2007



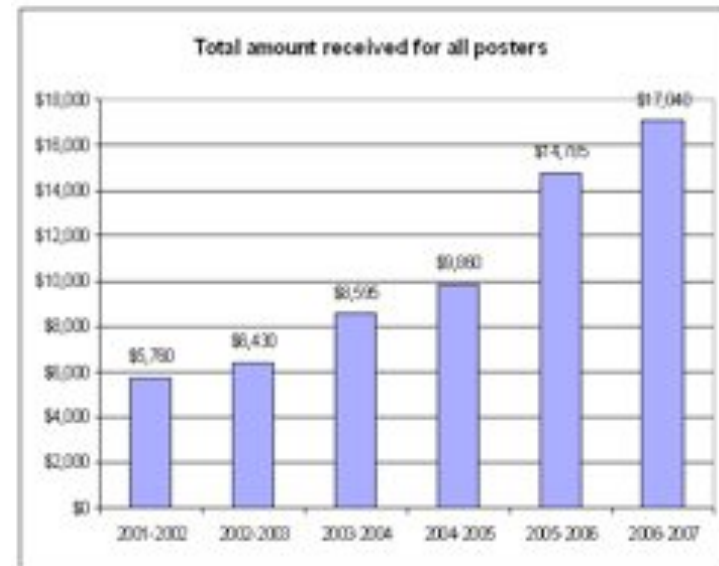
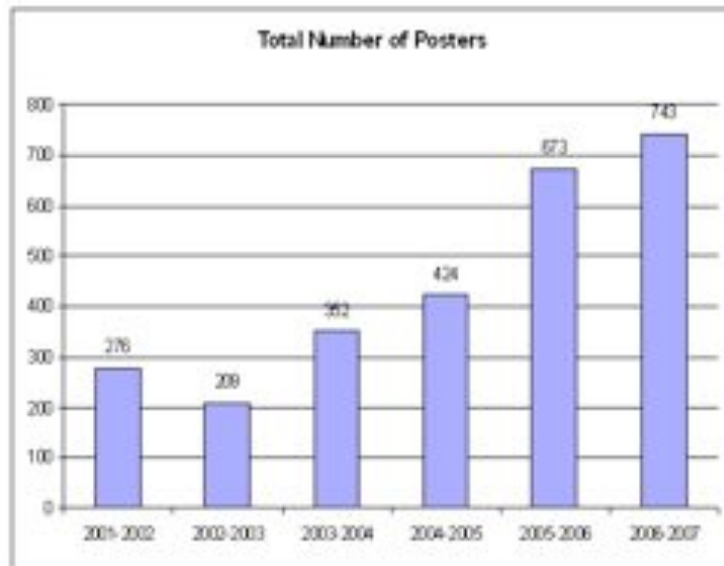
Donor Dinner
May 2007



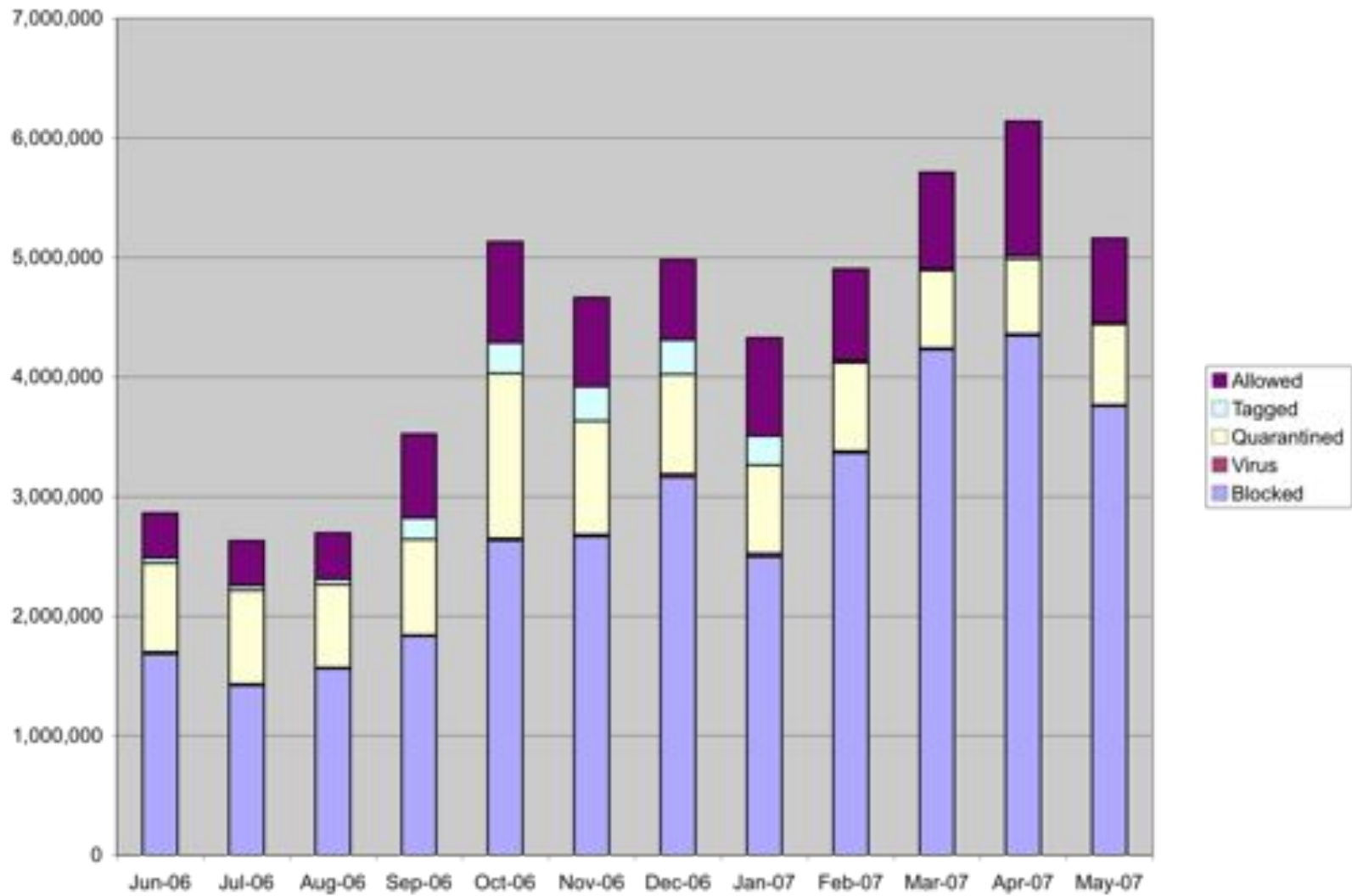
Commencement
May 12, 2007

SPECIAL PROJECT & EVENT SUPPORT

Audio Recordings:	Alma Mater Fall 2006	Nicaragua: The Second Revolution February 27, 2007	Valerie Mason John April 4, 2007	
Poster Assistance:	NCATE Accreditation Fall 2006	Great Day April 2007	Commencement May 2007	TLC Conference May 2007
Other:	Science Lab Videos Ongoing	Class Recordings Various and Ongoing		

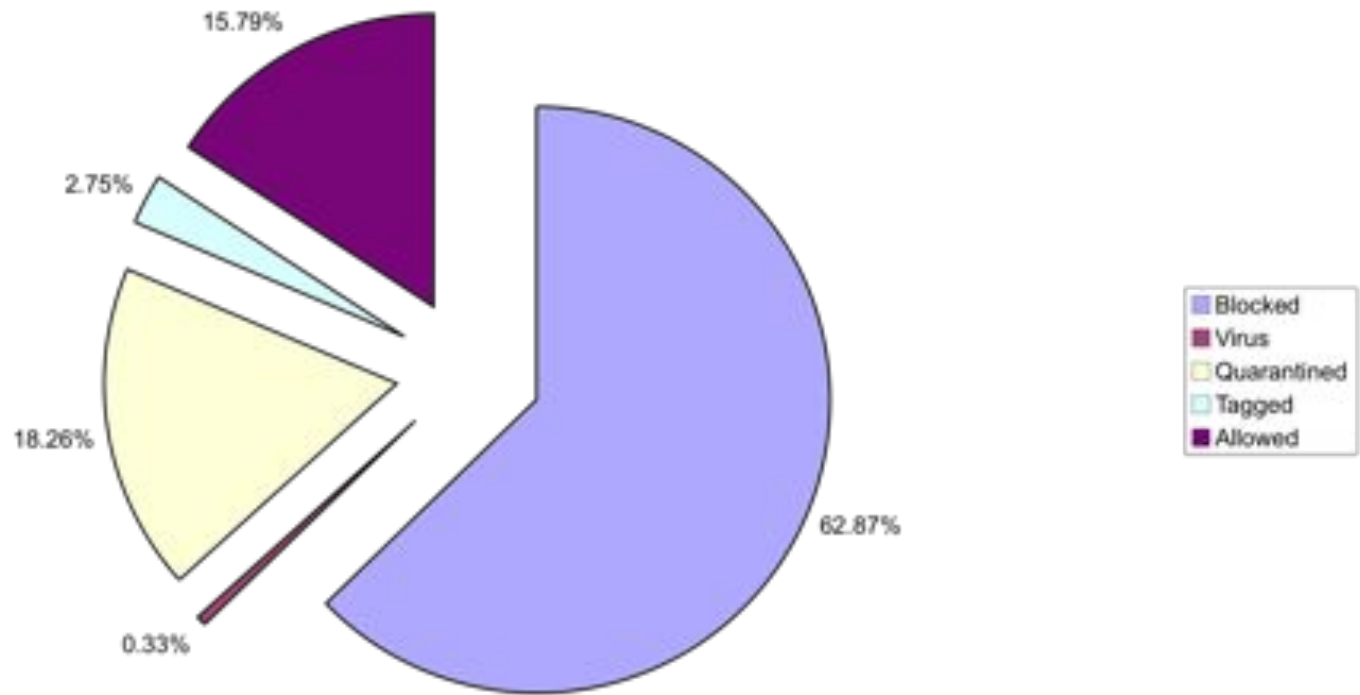


EMAIL STATS

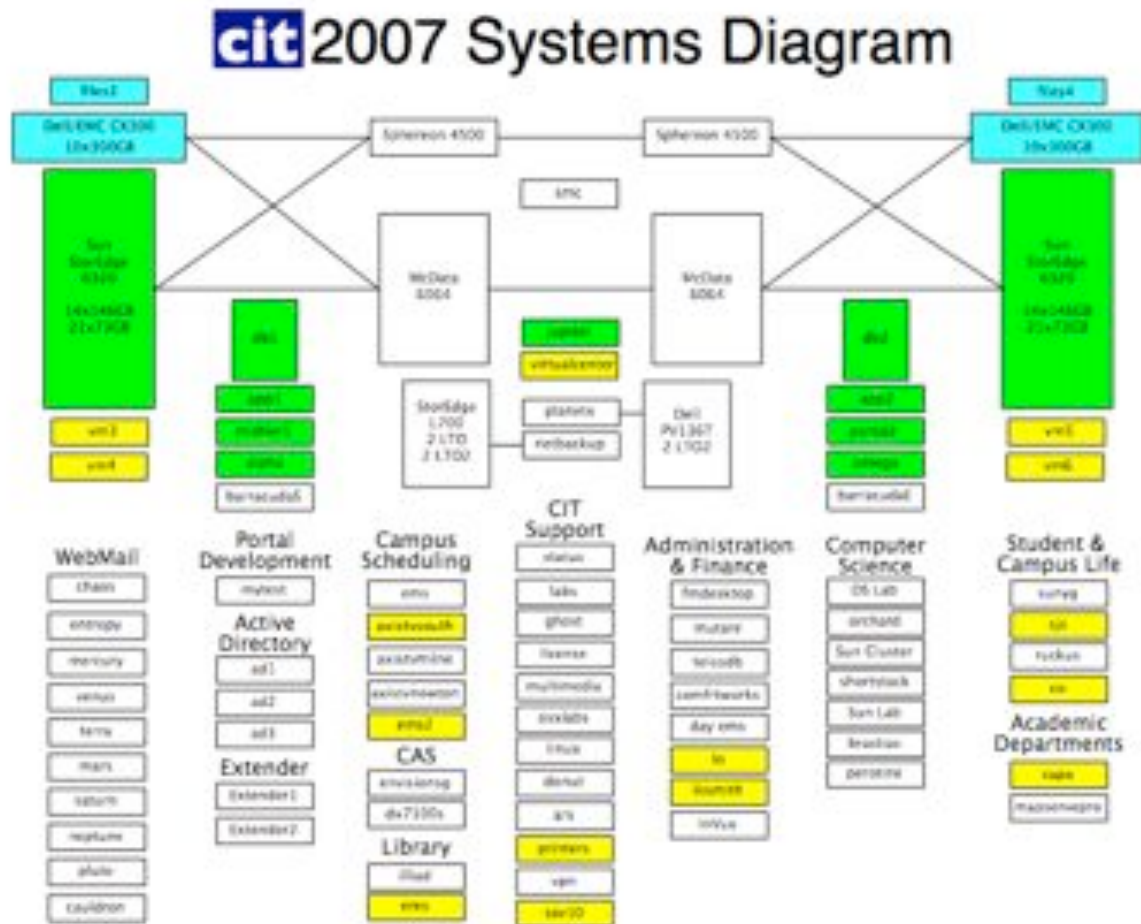


EMAIL STATS

Yearly 2006-2007

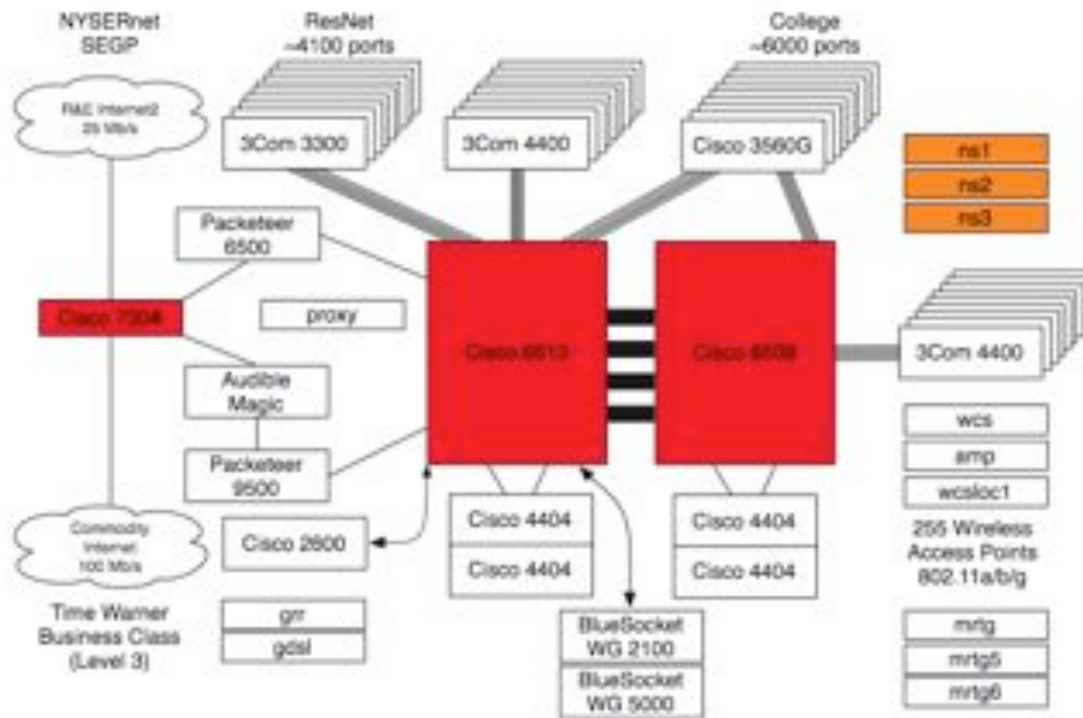


SYSTEMS DIAGRAM

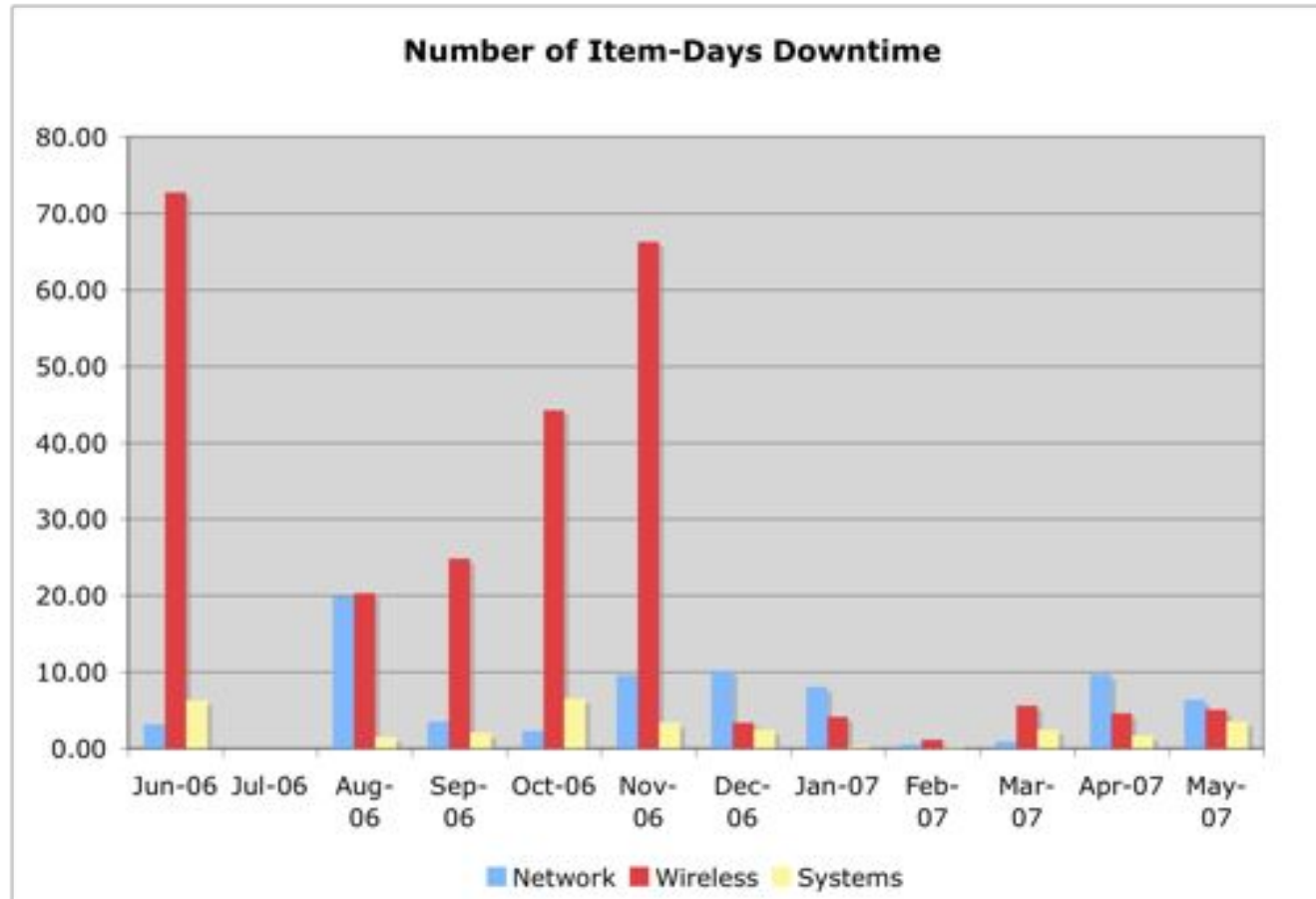


NETWORK DIAGRAM

cit 2007 Network Diagram

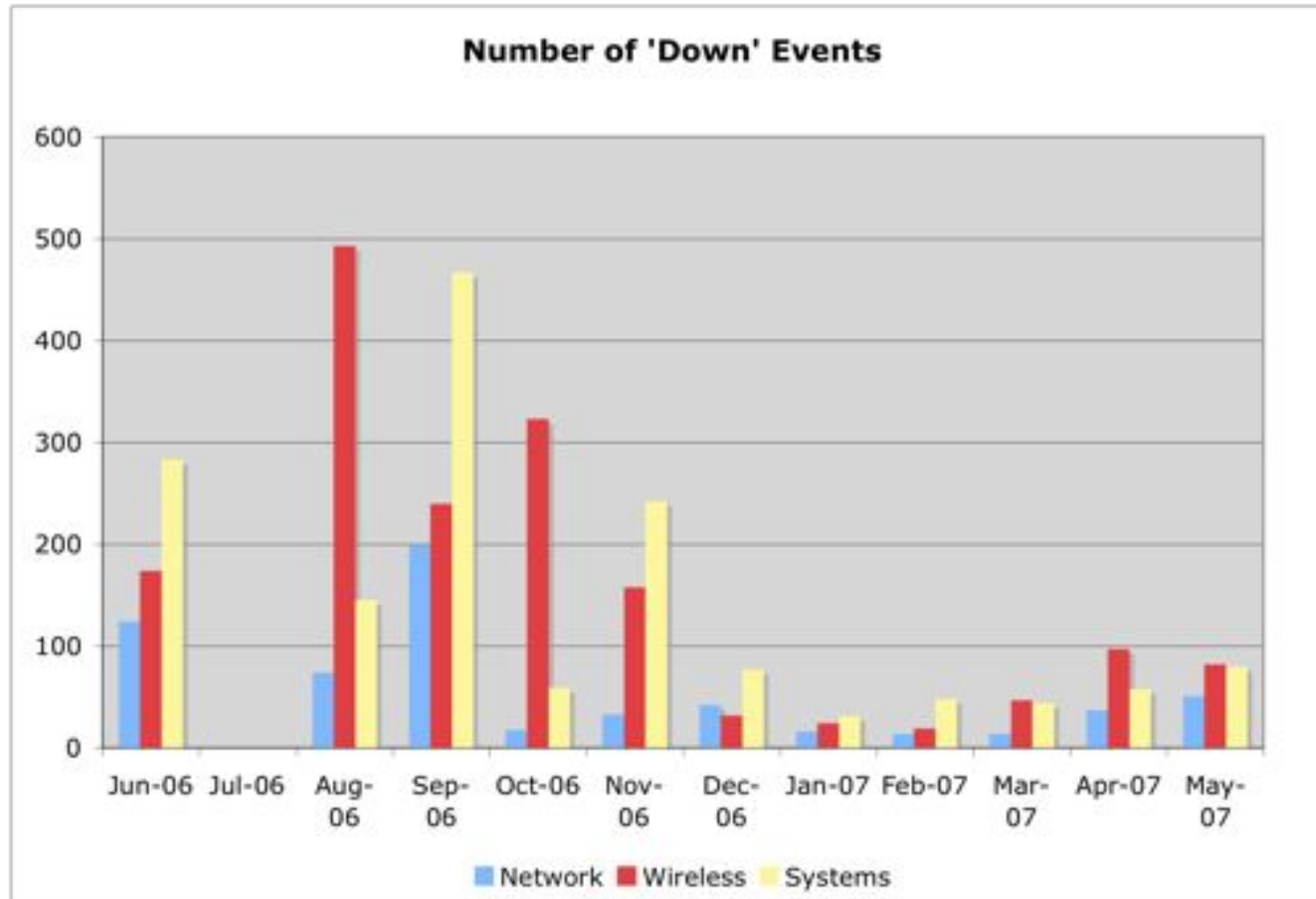


SYSTEMS & NETWORK UPTIME



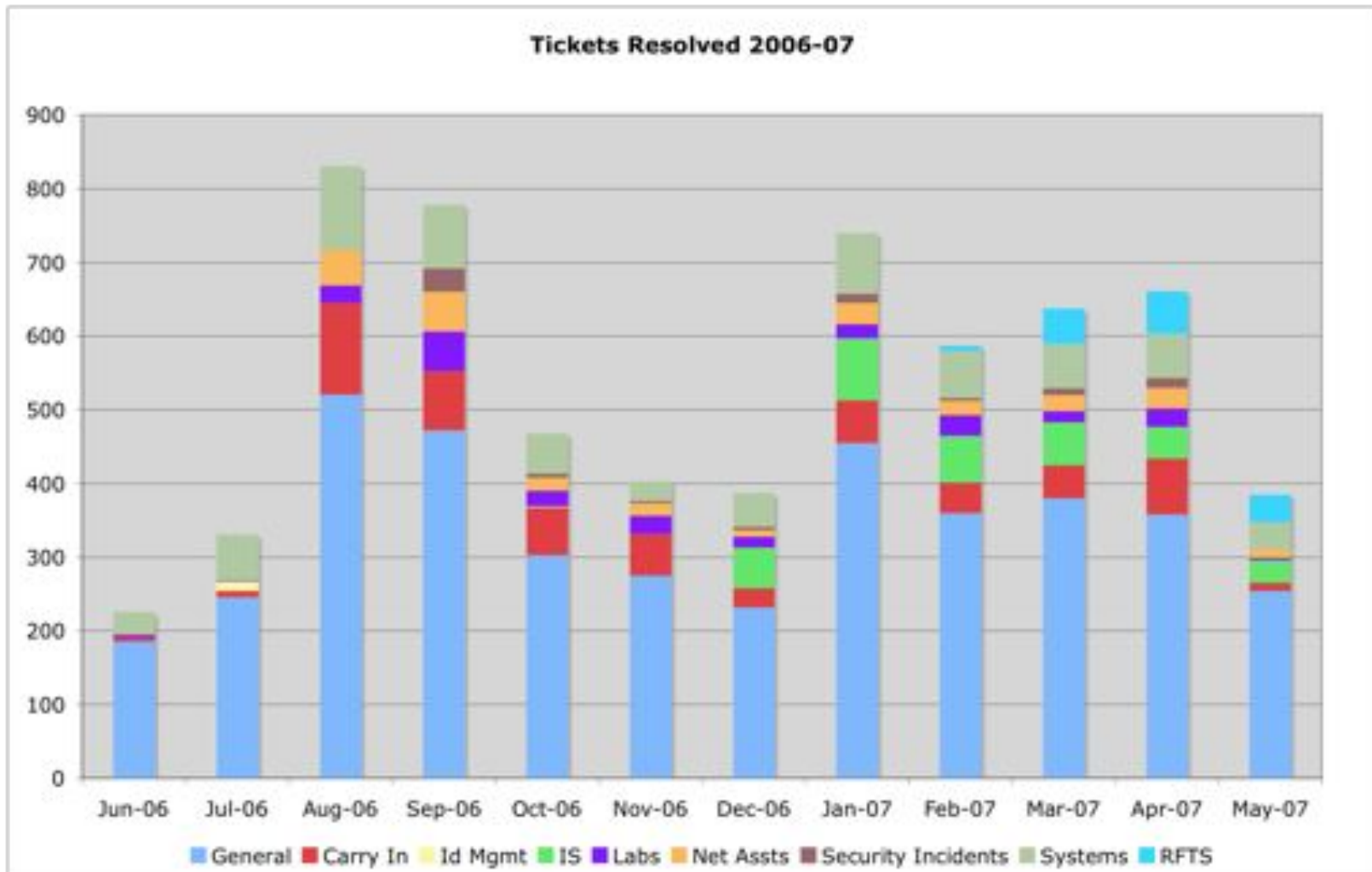
This graph shows the total days lost for a particular service. In June through November the wireless network loss is high due to a full replacement of wireless network access points. These points were replaced one by one causing short outages in specific areas affected by the access point replacement.

SYSTEMS & NETWORK UPTIME



This graph shows the total number of times a particular service was interrupted. The spike in September for Systems was caused by some problems with some internal systems. In November we had a number of Windows Server problems. If you compare the number of Systems events with the total down time graph, you can see that the problems we had were quickly resolved.

RT TICKET STATS



TECHNOLOGY TRAINING

Summer 2007 Faculty and Staff Offerings

- Office 2007 conversion – June-July, 2007
- myCourses LMS Training – June 6 (12 faculty members), July 12 (12 faculty members), August (open training for faculty/staff)

Spring 2007 Faculty, Staff, and Student Offerings

- InDesign and Poster Printing to various classes and before poster symposium

January 2007 Faculty/Staff training

Instructors: Laura Cook, Rich Dreifuss, Steve Dresbach, John Haley

13 classes, 151 total registrations from 44 different people

- Access (9)
- CMS: Basics (9)
- CMS: Menu Management (11)
- CMS: Images (12)
- CMS: Linking (12)
- Excel: Basics (15)
- Excel: Advanced Formulas & Functions (15)
- Excel: Advanced Tools & Techniques (12)
- Google Earth, Scholar, Desktop (9)
- PowerPoint: Build Your Own Templates (7)
- PowerPoint: Create Multimedia Presentations (6)
- Word: Create Professional Documents (14)
- Word: Create Brochures & Newsletters (20)

Fall 2007 Faculty and Staff Offerings

Instructors: Laura Cook, Rich Dreifuss, Steve Dresbach, John Haley, Dan Strang, Jack Cook, Eric Helms, Kate Pitcher, Sam Bean, Chris Leckinger. 13 classes, 122 total registrations from 64 different people

- Access (11)
- Blogging (5)
- CMS (5)
- Excel Basics (9)
- Advanced Excel (12)
- Google (5)
- Mac Mail Merge (3), PC Mail Merge (7)
- Oracle (7)
- PowerPoint Basics (7)
- Multimedia PowerPoint (11)
- RF Clickers (22)
- Symposium (11)
- Turnitin.com (5)

Summer 2006 (Faculty and Staff Offerings)

- Creating an Effective PowerPoint Presentation – July 25, 2006 (2 sessions – one Mac, one Windows)
- Turnitin.com – July 26 and August 15, 2006 (2 sessions)
- Getting Started with Access – July 26, 2006
- Advanced Microsoft Access – July 26-27, 2006
- Multimedia and Hypermedia PowerPoint Presentations – July 27, 2006 (2 sessions – one Mac, one Windows)
- Oracle Calendar – August 7, 2006 (2 sessions)
- Content Management System – August 10, 2006 (2 sessions)
- Dreamweaver (3 days, 1.5 hours/day) – August 8-10, 2006 (2 sessions per day)

CLASSROOM TECHNOLOGY

• **Summer 2007**

- New SmartBox Rooms: Brodie 152 (Dance Studio), Brodie 240, Schrader 152 (Dance Studio), and Wadsworth 204.
- SmartBox Upgrade: Bailey 10c
- Laptop Projection Installations: Bailey 111, 114, 117, 119, 122, 202, 206, 222, and 225.
- LCD Projector Upgrade/Replacement: Bailey 128, 135, & 211, Fraser 119, Newton 209, South 233 & 338, Sturges 223, and South 233 & 338.

Spring 2007

- SmartBox Upgrade: Sturges 105 & 109
- New SmartBox room (after water damage): Sturges 208a

Fall 2006 & Winter Break 2006-2007

- New SmartBox rooms: Brodie 244, Fraser 116, Welles 117 and Welles 132
- Existing "Laptop Projection" rooms upgraded to SmartBox rooms: South 241 & Welles 140
- New Laptop Projection room: Sturges 14

Summer 2006

- New Science Building: 17 science labs had ceiling mounted projectors installed with a DVD/VCR inside the "SmartBox" controller. 5 rooms had the new 3M Display Wall (electronic whiteboard) that have their own sound system & LCD projector built-in.
- SmartBox Upgrades: Brodie 214, Fraser 119, Newton 206, Newton 213, Sturges 106, 114 & 221, Wads 21 and Welles 128
- Notebook Projection: Sturges 28
- Projector Upgrade: South 336



RETIRED SERVICES

Eliminating Old MX Records (January 2006)

The Geneseo email system no longer accepts email addressed to addresses that end in @uno.cc.geneseo.edu. The end of email acceptance for addresses ending in old postfixes decreases the amount of SPAM delivered to campus.

Obsolete Operating Systems Support Retiring (August 1, 2006)

We announced to the campus early last summer that the following operating systems will no longer be supported or allowed to connect to Geneseo's network as of August 1, 2006.

Windows 3.1

Windows 95/98

Windows NT

Windows 2000

Windows XP prior to Service Pack 2 (SP2)

Macintosh OS 9 or earlier

ASSESSMENT

DRAFT: CIT Assessment Goals		Submitted to David Gordon 4/4/07
Goal	Objective Measures	Measurement Approach
User Services Improved service response and resolution times for desktop support of faculty and staff	Response time (status changed from New to Open in RT), Resolution time, Degree of customer satisfaction with resolution	Manual review of RT data, Customer surveys
Instructional Technologies Focus on improvements in customer service and timeliness of information to users.	<ul style="list-style-type: none"> • The webform(s) improves customer service (easier to complete and a concise way in which to find all services provided by CIT), but also the efficiency with which the request is processed (difficult to leave out important information that is necessary to process the request with the coding checking for errors). • Another area to improve customer service is going to a new poster printing system that is more user friendly. This should reduce the amount of phone calls and problems we receive filling out the forms and getting inaccurate information that requires follow-up. • Going paperless with telephone bills I believe could also be an area that improves customer service -- more timely, ability to look at past bills easily, etc. • Ecommerce addition for poster payments • New built in feedback loop at resolution of ticket in RT -- we might get more timely feedback on things that went well and not so well 	<ul style="list-style-type: none"> • Manual review of RT data • Customer surveys • Managers observation of hopefully less time involved in resolving unclear information • With the first item, we could measure, specifically, the accuracy with which the telephone services group has to get more information compared to their paper form in the past

ASSESSMENT

<p>Systems & Networking Improve availability of services</p>	<p>Measure availability of key systems and number of outages</p>	<ul style="list-style-type: none"> • Synthetic transactions against target services from target locations • Manual count of outages • Number of single points of failure • Percentage of systems monitored • Number of outages avoided by proactive notification • Number of times automated actions were able to negate an outage • Number of planned changes and human errors that resulted in unplanned outages • Number of changes (measure of stability) • Average duration of an outage
<p>Systems & Networking Improve performance</p>	<p>Measure performance of key systems at key locations</p>	<ul style="list-style-type: none"> • End-to-end transactions executed against key systems at key locations • System statistics/change in statistics over time • Number of concurrent users by date/time • Evaluate percentage of increase during peak or key periods • Measurement of database size/percentage of increase over time • Ratio of system response to end-to-end response • Actual system response time for key transactions • Percentage of systems monitored • Number of performance incidents avoided by proactive notification • Number of times automated actions were

ASSESSMENT

		<p>able to negate a performance incident</p> <ul style="list-style-type: none"> • Percentage of resources utilized • Efficiency (cost/performance ratios)
<p>Systems & Networking Improve change management : Achieve best communication paths between all parties involved in changes, minimize negative impacts of change, ensure optimal team collaboration</p>	<p>Measure how changes are implemented and their effects</p>	<ul style="list-style-type: none"> • Ratio of planned to unplanned downtime during a change • User feedback caused by change • Team crosstraining • Project management plans
<p>Information Systems Appworx: Provide more integration and end-to-end workflow for Geneseo processes within Appworx</p>	<ul style="list-style-type: none"> ▪ Example: Create chain for account maint processes in appworx. ▪ Essentially this goal means moving more processes (aside from standard Banner jobs) into Appworx. <p>Why:</p> <ul style="list-style-type: none"> • Better trouble shooting for failures/issues (all logs available within appworx) • Reduced delays to business processes (work flow approach, downstream tasks initiated as soon as upstream task completes successfully). • Less manual intervention. • Improve user experience. ▪ Simplify – (e.g. reports only roles for users who don't need to initiate jobs). ▪ Training. • Increase quality for newly released modifications. ▪ Reducing failures for nightly process (e.g. 	<ul style="list-style-type: none"> •

ASSESSMENT

	<p>failures tend to pop up after changes).</p> <ul style="list-style-type: none"> ▪ Reduce defects due to modifications & new development. 	
<p>Information Systems Banner: Improve ability to efficiently provide high quality solutions related to the Banner student information system and it's various customers (e.g. Administration offices, Faculty, Students).</p>	<p>Why: Banner is one of the key mission critical information systems used by Geneseo. We have added several new staff members and modified key infrastructure components over the last two years which demands an increased emphasis on training, defined process, and knowledge of customer needs.</p> <ul style="list-style-type: none"> ▪ Training - Proactively monitor training for staff ▪ Cross Training – Provide core training for key components for all Banner team members. Examples: <ul style="list-style-type: none"> • Knightweb • Touchnet • API • Appworx Integration? • Portal Integration and Development? ▪ Define, document, and utilized formal development procedures. ▪ Develop plan to learn customer needs and Banner software products/capabilities and how they can be brought together. • Provide reporting capability so users can be self-sufficient (e.g. Oracle Discoverer). ▪ Question: How many users would truly leverage this if we provided it? • Work on improving quality of service for 	

ASSESSMENT

	<p>students/parents</p> <ul style="list-style-type: none"> ▪ Decreasing mistakes ▪ Workflow ▪ Documenting and understanding roles (e.g. who enters various data configurations. – Almekinder v.s. Dean’s Office vs CIT, etc.) • Increase user efficiency and effectiveness (knowledge, features to reduce workload). 	
<p>Information Systems Database: Cross Training - Provide documentation and training for key DBA functions for the backup DBA</p>	<p>Why: Ability to perform key functions and not be impacted by availability of single individual.</p> <ul style="list-style-type: none"> ▪ Examples: <ul style="list-style-type: none"> • Backup and recover • Applying releases • Backing out releases • Tools for db status checking • Tools for trouble shooting • Documentation on security • Provide a more stable and better documented procedure for the creation and maintenance of the databases created on campus. ▪ This would include a better method for tracking who built the database, using what parameters, and for what purpose. ▪ It would include the backup schedule for each database as well as the patch schedule. ▪ This could also be extended to include any Application Servers installed. 	

ASSESSMENT

	<ul style="list-style-type: none">▪ This item might actually be another specific example of the “Cross Training” objective.• Provide a better method for keeping up to date on Banner releases and patches and include a better way to get the documentation for the releases to the users that are most affected by the releases outside of our office.▪ At some point it would be good to have the users of Banner requesting patches for objects they know are used.• Extend our SLAs to include support of other CIT groups as well as offices outside CIT.	
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CIT Professional Development & Service 2006–2007

July 2006 – June 2007

Professional Development Grant – **Laura Cook** received an Individual Development Awards Program grant.

Corey Ha – Master of Science in Information Technology, Capella University, March 2007.

CIT Professional Development Day – *Managing Emotions and Thriving Under Pressure*, January 2007, presented by Lauren Jenkins of SkillPath Seminars.

Name	Professional Development	Professional Service
Sue Chichester	SUNY Wizards, Syracuse, November 2006; SUNY Council of CIOs Fall Meeting, Syracuse, November 2006; SUNY Wizards, Syracuse, March 2007; SUNY Council of CIOs Winter Meeting, Syracuse, March 2007; Association for Women in Computing, IT Woman of the Year Awards Breakfast, Rochester, April 2007; Faculty-Student Partnerships: Current Trends of Technology in Teaching & Learning Conference, Geneseo, May 2007; SUNY Technology Conference, Rochester, June 2007; Presidential Team Technology Conference (Students, Technology and Learning: Strategies for Success), University of Central Florida, June 2007.	Elected Member, ITEC Executive Board; Representative, SUNY FACT; Appointed member, SUNY FACT Advisory Committee; Appointed Member, SUNY SCAP Committee; Elected Fr Year College Representative, SUNY Council of CIOs Executive Board; Elected Member and Vice President, Board of Directors, Livingston County Business Education Alliance (BEA); Elected Member, COA Executive Committee; Appointed Member, SUNY Geneseo Technology Advisory Committee; Board Member, Teaching and Learning Center Advisory Committee; Committee Member, Emergency Planning Committee; Committee Member, Pandemic Flu Planning Committee; Subcommittee Chair, Pandemic Flu Communications Committee; Committee Member, Energy Conservation Committee; Conference Planner, SUNY Council of CIOs Fall Meeting, November 2006; Hiring Manager, Web Developer Search, November 2006; Hiring Manager, Web Developer Search, April 2007; Hiring Manager, TSP Search, April 2007; Hiring Manager, University Database Administrator Search, May 2007; Chair, Web Content Editor Search, June 2007; Hiring Manager, Production Analyst Search, June 2007.
Emilio Acevedo	AppWorx: Integrate Users' Conference, Bellevue, WA, May 2007.	
Jim Allen		
Kirk Anne	International Conference on Computational Science and Education, Rochester, August 2006; HighEdWebDev 2006, Rochester, October 2006; SUNY Wizards, Syracuse, November 2006; Supercomputing 2006, Tampa, FL, November 2006; SUNY Wizards, March 2007; SUNY Technology Conference, Rochester, June 2007.	Presenter, HighEdWebDev 2006; Member, Search Committee for Web Developer, November 2006; Member, Search Committee for Web Developer, April 2007; Member, Conference and Program Committee for HighEdWebDev; Member, Technical Working Group, NYSgrid.org; Co-Principal Investigator, NSF Grant #0334065 STI:Marist Grid Collaboration in Support of Advanced Internet and Research Applications; Member, Web Development Committee; Research Staff, NSF Grant #0454114 CRI: A Western New York Computational and Data Science Grid; Presenter, SUNY Technology Conference, Rochester, June 2007.
Shawn Austin	SUNY Technology Conference, Rochester, June 2007.	
Sam Bean	Dell Certified Technician, Desktop & Portable; SUNY Technology Conference, Rochester, June 2007.	Member, Search Committee for TSP, May 2007; Committee Member, Family Day Planning Committee.
Kevin Colagio	VMWare Virtual Infrastructure 3 Implementation Training, Geneseo, April 2007; SUNY Technology Conference, Rochester, June 2007.	Member, Search Committee for TSP, May 2007.
Rick Coloccia	Hackerfest Security Conference, Rochester, September 2006; Simcona Electronics Show, Rochester, October 2006; Information Systems Security Association	Member, SUNY P2P (Peer-to-peer) Technology WorkingGroup; Participant, SUNY Information Security Program Development Team; Member, Rochester VMWare User's Group; Member, Rochester Area College Telecommunications Group; Member,

	(ISSA) Security Summit, Rochester, October, 2006; Commscope Cabling Standards Seminar, Rochester, October 2006; SUNY Wizards, Syracuse, November 2006; Educational Technology Day, Ithaca College, March 2007; RIT Voice over IP Conference, May 2007; SUNY Technology Conference, Rochester, June 2007; NY Tech Summit, Verona, NY, June 2007; ResNet Conference, San Diego, California, June 2007.	Rochester NY FBI Infragard Chapter; Member, College Judicial Affairs Committee; Member, College Senate; Member, College Senate Undergraduate Curriculum Committee; Microsoft Developer's Network; Kappa Delta Pi, International Honor Society in Education; Odyssey of the Mind Judging Official for Livingston County & NYS.
Laura Cook	HR Workshop on Writing and Delivering Performance Evaluations, January 2007; Association for Women in Computing, IT Woman of the Year Awards Breakfast, Rochester, April 2007; ANGEL Admin & Instructor Training, April-May 2007; IRMA (International Resource Management Association) Conference (Presenter, Track Chair, Session Chair), Vancouver, Canada, May 2007; Presidential Team Technology Conference (Students, Technology and Learning: Strategies for Success), University of Central Florida, June 2007.	Member, Search Committee for Web Developer, November 2006; Member, Learning Management System Committee; Presenter, "Good Resume Building", RIT MIST Students, November 2006; Coach, Geneseo Central School Odyssey of the Mind Division I; Presenter, GOLD Workshop "Advanced Excel Tools and Techniques", March 2007; Presenter, Track Chair, and Session Chair, IRMA Conference, Vancouver, Canada, May 2007; Judge, APICS Student Case Competition, Rochester, NY, May 2007.
Jim Denk	COA Regional Forum, "HelpDesk", SUNY Fredonia, November 2006; Educational Technology Day, Ithaca College, March 2007; VMWare User Group Meeting (VDI), Rochester, April 2007; VMWare Virtual Infrastructure 3 Implementation Training, Geneseo, April 2007; SUNY Technology Conference, Rochester, June 2007; Labman Conference, Wright State University, June 2007.	Member, Search Committee for SA Graphics Coordinator, October 2006; Member, Search Committee for SA Graphics Coordinator, February-March 2007; Member, Search Committee for TSP, May 2007.
Joe Dolce	iTunes U conference, Buffalo, November 2006; Final Cut Pro Certification, Rochester, March 2007.	Member, All College Judicial Committee; Member, College Senate.
Laurie Fox	SIGUCCS National Conference, Edmonton, Alberta, Canada, November 2006; COA Regional Forum, "HelpDesk", SUNY Fredonia, November 2006; Educational Technology Day, Ithaca College, March 2007; Association for Women in Computing, IT Woman of the Year Awards Breakfast, Rochester, April 2007; SUNY Technology Conference, Rochester, June 2007.	Presenter, GOLD Workshop "New Student Employment Orientation", September 2006; Member, College Registrar Search Committee, October-December 2006; Presenter, SIGUCCS National Conference, Edmonton, Alberta, Canada, November 2006; Member, On-line Student Employee Committee; Member, Pandemic Flu Academic & Business Continuity Subcommittee; Chair, Search Committee for TSP, May 2007; Presenter, SUNY Technology Conference, Rochester, June 2007.
Ryan Fraser	Educational Technology Day, Ithaca College, March 2007; SUNY Technology Conference, Rochester, June 2007.	
Corey Ha	Computers in Libraries Conference, Arlington VA, April 2007; Introduction to XML, eClasses, March 2007; Introduction to PHP, eClasses, March 2007; Introduction to C#, eClasses, March 2007; PHP Essentials, Zend PHP, April 2007; SUNY Technology Conference, Rochester, June 2007.	
Paul Jackson	HighEdWebDev 2006, Rochester, October 2006; SUNY Wizards, Syracuse, November 2006; SUNY Technology Conference, Rochester, June 2007.	Chair, Search Committee for Web Developer, November 2006; Chair, Search Committee for Web Developer, May 2007; Chair, Search Committee for University Database Administrator, May 2007; Chair, Search Committee for Production Analyst, May 2007; Member, SICAS Operations Council.

Jay Jermyn	COD Pell Process, SICAS Webinar, July 2006; SunGard HE Northeast Regional Conference, Lake George, December 2006; Financial Aid Enhancements for 2007, SICAS Webinar, December 2006; Banner xTender Training, Geneseo, December 2006; Banner API Training, Binghamton NY, March 2007; Banner DegreeWorks, SICAS Webinar, April 2007.	Member, Search Committee for Production Analyst, May 2007.
Vanessa Karasiewicz		Administrative Assistant, Web Developer Search, November 2006.
Kurt Keller	Appworx Training, August 2006; SUNY Wizards, Syracuse, November 2006; On-site Sungard Xtender and Ermix Xtender Training, December 2006; Oracle 10g - Database Admin 10g II, Syracuse NY, February 2007; Sungard Summit '07, March 2007.	Member, Search Committee for Assistant Director IS, June 2006; Alternate Chair, SICAS Technical Users Group.
Mary Lawrence	Appworx Training, August 2006; Oracle 10g - Database Admin Fundamentals I, Syracuse NY, November 2006; On-site Sungard Xtender and Ermix Xtender Training, December 2006; RT Training, December 2006; SICAS ITS Webinar, December 2006; SUNY Lumnius Webinar, January 2007; EMS 4.0 Webinar, March 2007; Campus EAI training, April 2007.	Member, Search Committee for University Database Administrator, May 2007.
Connie Ledermann	SunGard HE Northeast Regional Conference, Lake George NY, December 2006; SCT Summit, Las Vegas, March 2007.	
Bill Meyers	Society of Broadcast Engineers Convention, Verona, September 2006; Certified Broadcast Networking Technologist by the Society of Broadcast Engineers, November 2006; Extron Training, Certified in Extron Global Configurator, Syracuse, April 2007; SUNY Technology Conference, Rochester, June 2007.	Member, Planning Committee for STC 2007; Western Regional Representative, Educational Technology Officers Association; Member, SUNY Geneseo Commencement Planning Committee.
Craig Moscicki	RIT Coursework Completed for MS in Information Technology, Principles of System Administration and Enterprise Security; Educational Technology Day, Ithaca College, March 2007; VMWare User Group Meeting (VDI), Rochester, April 2007; SUNY Technology Conference, Rochester, June 2007.	Member, Search Committee for Production Analyst, June 2007.
Tamara Phillips	Educational Technology Day, Ithaca College, March 2007; Association for Women in Computing, IT Woman of the Year Awards Breakfast, Rochester, April 2007; SUNY Technology Conference, Rochester, June 2007.	
Shawn Plummer	SIGUCCS National Conference, Edmonton, Alberta, Canada, November 2006; Educational Technology Day, Ithaca College, March 2007; VMWare User Group Meeting (VDI), Rochester, April 2007; VMWare Virtual Infrastructure 3 Implementation Training, Geneseo, April 2007; SUNY Technology Conference, Rochester, June 2007.	Presenter, SIGUCCS National Conference, Edmonton, Alberta, Canada, November 2006; Member, Search Committee for University Database Administrator, May 2007; Presenter, SUNY Technology Conference, Rochester, June 2007.

Craig Ross	SUNY IT Coursework Completed for MBA in Technology Management, Project Management – Aug. 2006. Managing New Product Design and Development – December 2006, and Human Resource Management – May 2007; Registered Cable Distribution Designer (RCDD) Professional Certification – Feb. 2007; NEC 2400IPX training; SUNY Technology Conference, Rochester, June 2007.	Member, SUNY Geneseo Federal Credit Union Board of Directors – Feb. 2007; Administrative Senator at Large, College Senate – Jan. 2007.
Chris Sandefer	SunGard HE Northeast Regional Conference, Lake George NY, December 2006; Banner DegreeWorks, SICAS Webinar, April 2007; SUNY Technology Conference, Rochester, June 2007.	Member, Search Committee for University Database Administrator, May 2007.
Marie Shero	Association for Women in Computing, IT Woman of the Year Awards Breakfast, Rochester, April 2007; PAETEC 2007 Pinnacle Users Conference, Boston, MA, April 2007; ANGEL Admin & Instructor Training, April–May 2007; SUNY Geneseo Teaching & Learning Conference, May 2007; SUNY Technology Conference, Rochester, June 2007.	Co-chair, Administrative Assessment Committee; Member, Academic Assessment Committee; Campus Notary Public.
Gary Stratton	Dell Certified Technician, Desktop, Portable, & Server/Workstation; Apple Authorized Service Provider, Desktop & Portable Technician.	
Gwen Wachholder		Administrative Assistant, Web Developer Search, April 2007; Administrative Assistant, TSP Search, April 2007; Administrative Assistant, University Database Administrator Search, May 2007; Administrative Assistant, Production Analyst Search, June 2007