

CIT

Computing & Information Technology

Annual Report

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JULY
2009

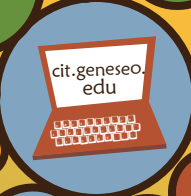


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COMPUTING & INFORMATION TECHNOLOGY

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

- 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

MESSAGE FROM THE CIO – SUE CHICHESTER

The CIT Annual Report records, at this moment in time, the many accomplishments that CIT has achieved over the past year. It provides us with comparative information from year to year. It also gives us a chance to reflect on where we have been and the challenges that lie ahead. This year has been fiscally demanding with possibly the most severe budget cuts ever seen in the history of the college. CIT has had to look closely at how we spend and rethink how to do the same or more with less. Sometimes we learn more and are most creative in our approaches to solving the problems when challenged in this way. CIT pushes the boundaries and redefines ourselves each day as we work to anticipate the needs of our community and to respond to them.

This year we focused heavily on information security. We modified Banner to mask Social Security Numbers (SSN) from common view. SSNs can only be viewed by personnel who are required to use them to perform their job duties. The use of SSN as a key identifier was changed for our work with third parties such as CAS, University Police and TouchNet Technologies. We also converted the primary key for Geneseo account creation from SSN to GID. A security firewall was also put into place to protect our campus network. On any given day, the firewall blocks between 4.8 and 5 million unauthorized attempts to access the campus network.

We will continue to focus on information

security in the coming year. We also put in place a social security review process to help faculty and staff comply with college policy by identifying and removing SSNs from their computers. Continued effort is being made to better secure our servers that contain private information.

It has been exciting to see the continued growth in the use of myCourses by the faculty. Almost 60% of faculty actively use the system and all students are using it for one or more courses. Summer 2008 marked the first fully online courses being offered using myCourses. Through the efforts of Laura Cook and Marie Shero, Geneseo was awarded the 2009 Angel Impact Award for Exemplary Program.

The 2008-2009 academic year saw the birth

The world is moving so fast these days that the man who says it can't be done is generally interrupted by someone doing it. ~ Harry Emerson Fosdick

of gtube.geneseo.edu. The site contains video recordings of many events, talks and lectures held throughout the year. This year was highlighted by a visit from Governor Patterson, Associate Professor Katie Rommel-Esham's Freshman Convocation address and the many lecture series speakers such as the Lockhart, McVittie, Roemer, Phi Beta Kappa and Bix lectures.

As a result in budget cuts and ban on travel, we have seen an increase in the use of technologies used for virtual meetings. The

SUNY Council of CIOs held our spring meeting virtually. The SUNY Technology Conference this June was also a virtual event that used WebEx to provide meetings and track sessions from afar. CIT has also provided support for video conferencing for the Provost search, dual degree program meetings with people from across the globe and guest speakers for particular courses.

The College is growing. Seneca residence hall was added to our campus network. This hall also was outfitted with classroom

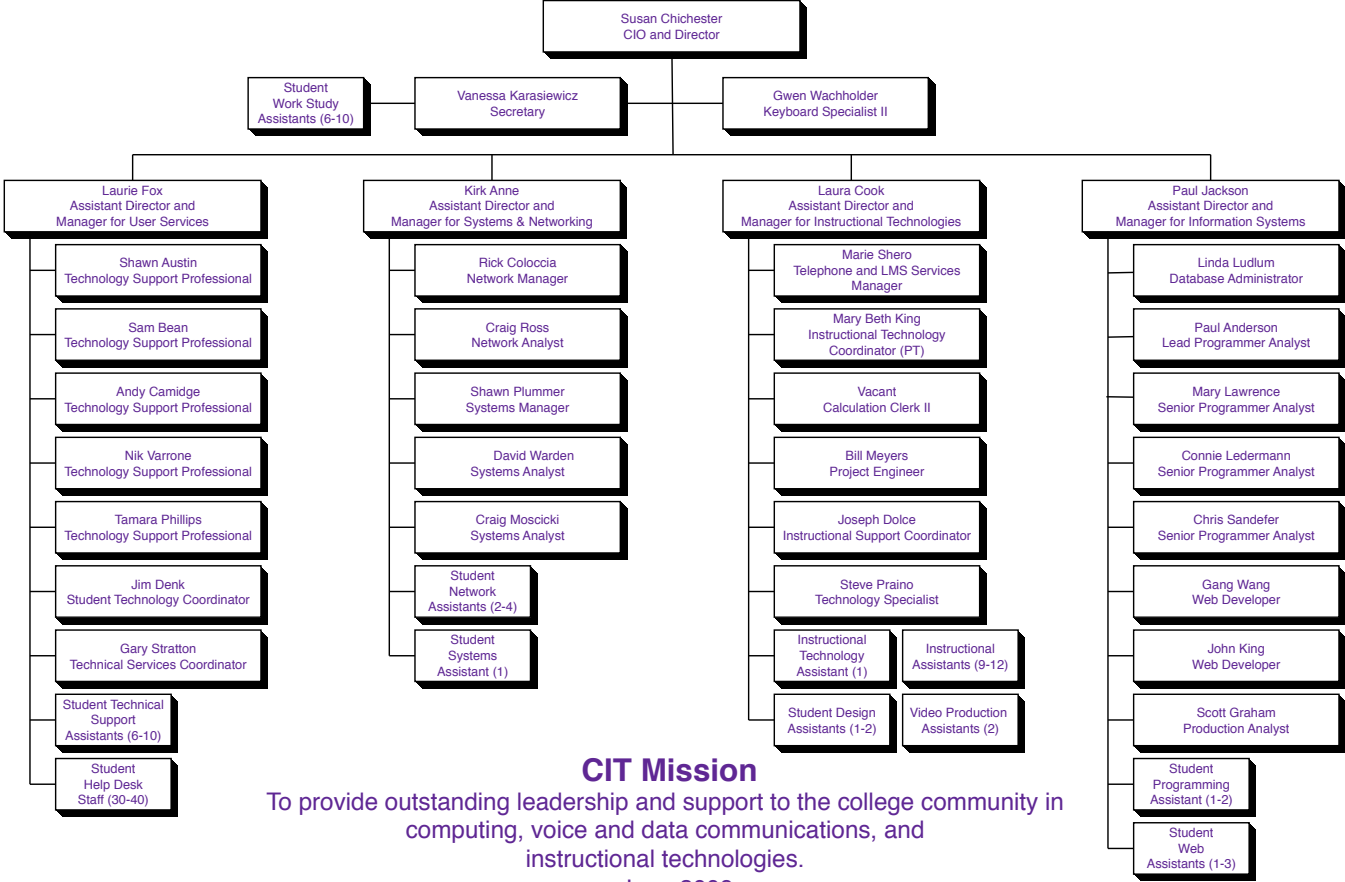
technology in a teaching space provided within the building. We're preparing to bring on the newly renovated Greene an expansion of the ISC. Several classrooms will boast power and data to each seat.

As we prepare for another year, the following pages highlight some of our more notable accomplishments from this year and provide annual facts and statistics.



ORGANIZATION 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 2009

STAFFING

Total Professional Staff: 32 full-time, 1 part-time

CIO & Director

Systems & Networking: 6 full-time

User Services: 8 full-time

Secretarial: 2 full-time

Information Systems: 9 full-time

Instructional Technologies: 7 full-time

Resignations:

Jay Jermyn, September 2008

Promotions:

Marie Shero to Staff Associate

Retirements:

James Allen, April 2009

New Hires:

David Warden, August 2008

Camille Aidala, July 2008 – September 2008

Mary Beth King, October 2008

Paul Anderson, May 2009

RECOGNITIONS



Laura Cook & Marie Shero received the Angel Impact Award for Exemplary Program. Angel Impact awards recognize individuals and organizations for making the most of ANGEL's products in their teaching and learning. Congratulations Laura & Marie!

RECOGNITIONS



Geneseo

Nik Varrone received the Geneseo Pride Award for his role in advancing the goals and mission of SUNY Geneseo. The Geneseo Pride program promotes and perpetuates our shared values of excellence, innovation, community, diversity, integrity, and tradition. Congratulations Nik!

CIT LAVA LAMP AWARDS

The CIT Management Team recognizes staff accomplishment at our monthly all staff meetings for outstanding work performed that month.

Sep-08	Jay Jermyn	Angel 7.3 upgrade
Sep-08	Rick Coloccia	Internet Bandwidth Upgrade
Sep-08	Scott Graham	Banner Oracle 10g Upgrade
Sep-08	Linda Ludlum	Banner Oracle 10g Upgrade
Nov-08	Chris Sandefer	Covering Financial Aid Vacancy
Nov-08	Gang Wang	CMS 3.2 pretty URL project
Jan-09	Rick Coloccia	Security Fire Wall
Jan-09	Craig Moscicki	Printer Server Upgrade
Feb-09	Rick Coloccia	Time Warner Internet Contract Process
Apr-09	Mary Lawrence	XEI - automated the uploads of course and enrollment data from Banner into myCourses.
Apr-09	Marie Shero	XEI - automated the uploads of course and enrollment data from Banner into myCourses.
Apr-09	Scott Graham	XEI - automated the uploads of course and enrollment data from Banner into myCourses.
May-09	David Warden	Webmail Upgrade
Jun-09	Gary Stratton	Email Virus support (Hallmark emails, Amazon emails) and how to properly backup and wipe off customers hard drive and install.
Jun-09	Jim Hearne - TSA	Email Virus support (Hallmark emails, Amazon emails) and how to properly backup and wipe off customers hard drive and install.



NEW!

Security Firewall

In January 2009, CIT activated a "stateful firewall" to further protect the campus community. Firewalls are used to permit or deny network traffic as it passes from the Internet into the campus, based on implied and explicit rules. CIT examined the services we offer to the campus community before activating the firewall. Most applications that community members use from home have been explicitly permitted in the firewall. On any given day, the firewall blocks between 4.8 and 5 million unauthorized attempts to access the campus network.

Seneca Hall / Residence Hall Wireless Service

With the construction of Seneca Residence Hall, the campus network has grown by 416 data connections. Seven network switches and 10 wireless access points were installed in this building to provide thorough wired network coverage and full wireless coverage, which is constantly under heavy use by the building's residents. CIT is working to improve the wireless network coverage in the remainder of our residence halls. Some halls have full coverage, while others have only limited coverage in lounge areas.

New voicemail system

We installed Cisco's Unity Connection voicemail system to replace the aging Octel system.

Erwin Server Room Air Conditioning and UPS

CIT worked closely with Facilities Services this year to install a redundant air-cooling system in the Erwin Server Room. The server room in Erwin has provides the campus with a second location to situate redundant services. This allows CIT to maintain many services in the event of a power, system or network failure. The air conditioners installed in Erwin are separately managed and work independently of each other and each is capable of handling the cooling needs of the room. The Erwin server room still needs a UPS upgrade before we will be able to fully utilize the ample space in the room. We are hoping to begin working on a UPS upgrade along with Facilities Planning over the next year.

SSN to GID conversion

We converted the primary key for account creation from SSN to GID. All faculty, staff and student accounts are now keyed by GID.

Oracle Linux contract

We are now using Oracle Linux as our standard Linux operating system.

Cobbler and local YUM repository

To help with the transition to Oracle Linux, we created a local server to mirror all of the packages and updates that comprise Oracle

Linux. This allows us to significantly reduce the amount of time required to apply security patches or install new software on computers running Oracle Linux. We were also able to drastically reduce the amount of time required to set up a new Oracle Linux server by creating a server running Cobbler, a program that can remotely, and with no user interaction, install and configure Oracle Linux.

Splunk log analyzer

To help manage the massive amounts of log records, we purchased a product called Splunk. Splunk allows us to visualize the huge amount of log data we generate daily, (over 2GB). Some of the things we have been able to do are to warn us when bad emails are sent to some of our applications within 5 minutes of the event, or to graph and view the IP addresses that perform the most SSH attacks on us. The product is extremely powerful and we are working to extend its use within our infrastructure.

Virtual Machine Service Level Agreements

To recover costs and limit the explosion of virtual machines, we have implemented service level agreements with charge backs to departments using virtual machines. We have worked out service level agreements for 11 virtual systems.

Service level agreements are designed with the owner of the VM so that we can provide a consistent level of service. We also can ensure that all Recovery Time Objectives and Recovery point Objectives are consistent and can be met.

New load balancers

We recently upgraded the servers that distribute traffic to many of our most heavily used services, including Webmail and our IMAP and POP mail servers. The new load balancing software grants us more granular control of individual services, allowing us to limit the number of services affected by planned downtime for individual service.

UPGRADES

Internet Upgrade to 200Mb/s

In response to increased demand from the entire campus community for more reliable and faster Internet connectivity, CIT has renewed the campus Internet service contract with Time Warner Cable at the increased amount of 200 megabits-per-second. We have also worked with Time Warner to diversify our connection to the Time Warner network to minimize the number of "single-points-of failure" and to ensure that outages on Time Warner's network have a minimal impact on campus Internet connectivity.

Network Fiber Upgrades

CIT secured funding with the support of Facilities Planning to upgrade the campus fiber-optic cable system. Some of the fiber-optic cabling at Geneseo was nearly 30 years old and not capable of carrying the amount of network traffic now being generated at Geneseo. These upgrades, now very nearly complete, were essential in preparing for upgrades in campus network electronics.

Network Gigabit Upgrades

CIT has been diligently working on upgrading the network electronics that are distributed throughout all campus buildings and which interconnect computers in offices, classrooms and residence hall rooms to the campus network core and server rooms in South Hall and Erwin. The upgrades are providing a 10-fold increase in speed and redundant connections between critical network distribution points all across campus. As of this writing, all academic and administrative buildings have been upgraded, or slated to be upgraded before August 2009. Residence Halls remain on aging electronics, and must be replaced in the very near future.

CAS Services

CIT has worked closely with CAS over the last year to implement several technology upgrades. LaundryView is a service that network-enables the washers and driers in our residence halls. This service allows students to see the status of their clothes, and to know if there are any free washers or driers before taking their laundry to a laundry room. This is of great interest to the students living in buildings where the laundry room is far from their room or even outside, as in the Saratoga townhouses. CIT has also worked closely with CAS throughout the implementation of new accounting, property management, and sales and marketing software packages. These new systems will all integrate together with the existing point-of-sale software at the Big Tree Inn and the campus meal-card

and ID-card systems to automate many of the processes that CAS staff presently handles manually.

NetApp upgrade

We installed and configured an additional 2.7 TB of space on our highly available NetApp cluster. This space was tasked to our Banner servers and our virtual machine cluster. Since it was installed we have used almost all of the space we added. We also performed a software upgrade to eliminate bugs in the NetApp filer that could prevent a proper failover of the address to the other node.

Intrusion Prevention Systems

CIT is now running two TippingPoint Intrusion Prevention Systems at the campus Internet gateway. As network traffic passes through these devices, it is fully inspected to determine whether it is legitimate or malicious. These intrusion prevention systems are signature based, permitting protection against the exploit of new and zero-day vulnerabilities. Updates are automatically delivered twice a week, or immediately when critical vulnerabilities and threats emerge. These two systems together jointly block between 85,000 and 105,000 network attacks during a typical day.

PacketShaper upgrade

We upgraded our main packet shaper to a PacketShaper 10000 to replace one that was no longer supported by the manufacturer.

Print Server upgraded

This past January, we upgraded the campus print server to a new Windows Server 2008 host. This allows us to better support Windows Vista printing on campus as well as adds additional features that are new with Windows Server 2008, giving us much greater printer management capabilities.

Tools upgrade

Our internal utility server has been transferred to a Linux system and many of the scripts have been updated and upgraded.

Webmail upgrade

Earlier this year, we upgraded Webmail in order to give it additional features and to make it faster and more secure. We added many new features and such as robust mail filtering and real-time quota usage information. By upgrading Webmail's backend mail server, we were able to increase the speed at which Webmail loads mail. We also upgraded the base code on which Webmail is based (Squirrelmail) to the most recent stable version, which included a number of security fixes and enhancements.



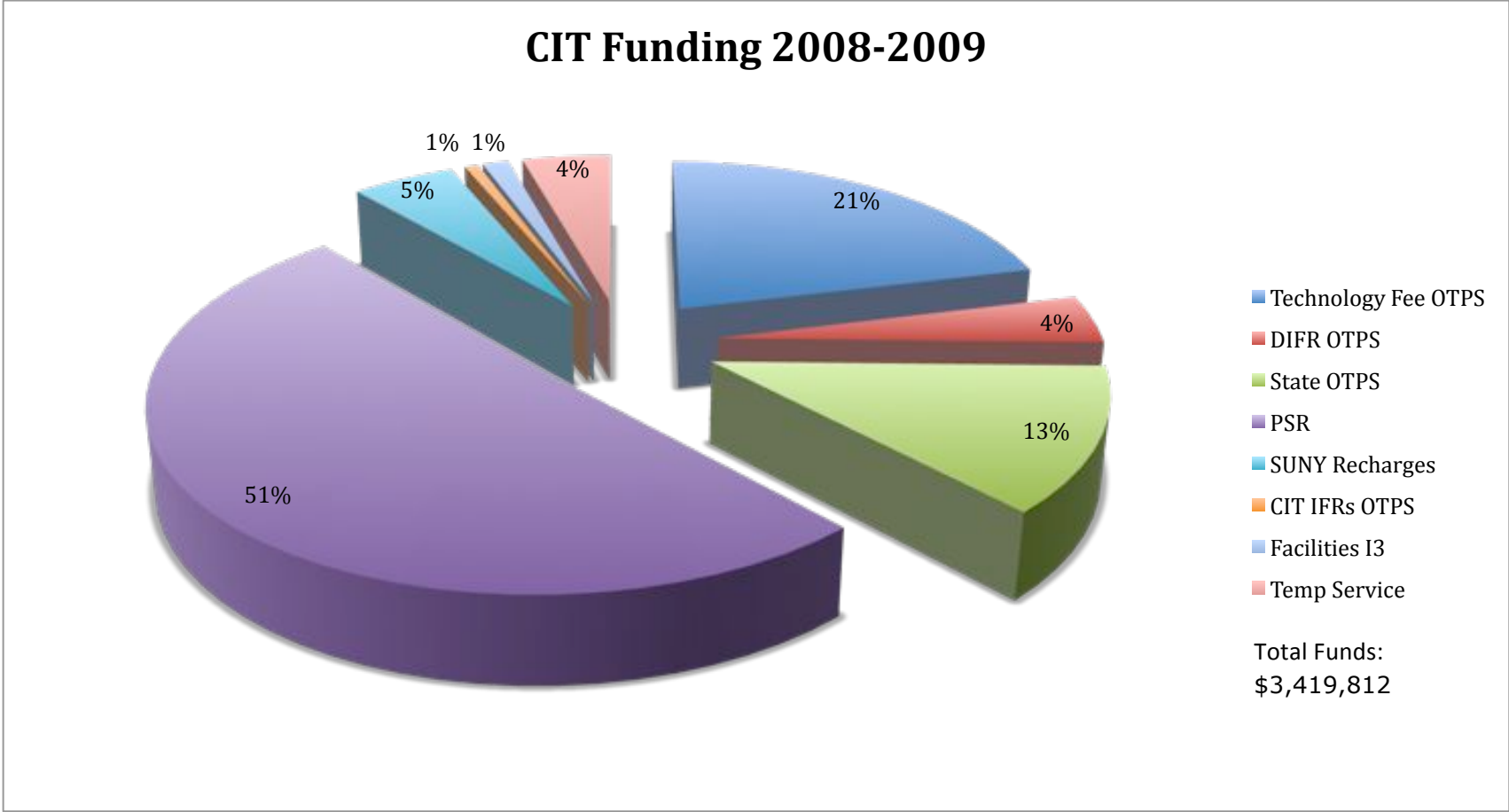
Project	Notes	Completed
754 RT Tickets resolved in Information Systems queue as of 6/30/2009	IS also participated on tickets in other queues as well (e.g. General) that are not captured in this number.	
Oracle RDBMS 10.2.0.4 upgrade	Maintenance	
Oracle OAS 10.1.2.2, 10.1.2.3 upgrade (test only)	Maintenance	
Oracle Security patches - quarterly	Security	
100+ Banner and SICAS releases and patches	30% of Banner releases were associated in some way with SIRIS	
Migrated All Academic Department Web Sites to CMS	Improve look and maintainability of sites	Summer 08
Upgraded Senate Voting Application	Usability enhancements	Spring 09
Decommissioned Multimedia Server	Security and reducing support	Fall 08/Spring 09
Online Book Catalog	Providing students with book lists for courses	Fall 08
Security Hardening for Production Hardware	<ul style="list-style-type: none"> - Implemented many hardening steps following intrusion on various Solaris servers - Cleaned up old files containing SSNs. - Implemented new steps to encrypt files on app1 containing SSNs. Being implemented incrementally over time 	Fall 08
EMS Campus Upgrade	Academic Scheduling Online for Dept Chairs	Fall 08
SIRIS	Project still in progress. Very time intensive for DBA and one programmer.	
Account Audit Application	Security - Provides method to track ownership of generic accounts and determine whether they are active.	Summer 2008
Parent Statement Online Form	Efficiency for Admissions and parents of prospective students.	Fall 2008

Project	Notes	Completed
Removed SSN from AMS/Banner integration	Security. Third Party Bill Payment Systems used by Student Accounts	Fall 08
Removed SSN from sa039re extract for AOP	Security	Spring 09
Removed SSN from Library ALEPH/Banner integration	Security	Winter 08
Improved Security for AppWorx Job Submission Capture	Restricted access to batch output based on job role. Some users could previously access output from other departments.	Spring 09
Change Admissions Deposit Card Process	Worked with Admissions, Student Accounts, and Residence Life to remove SSN from deposit card passed to Admissions and Res Life. - Project did not involve software. IS simply initiated effort.	Fall 08
Removed SSN from Account Request Procedure	Security	Spring 09
Math Honors Data Analysis	Operational efficiency	Summer 08
Residential Locks Integration	Operational efficiency	
Alumni Banner Information Updates (via third party files)	Supporting fund raising efforts.	
Banner Password Controls	Security	
RD Picture Roster for Knightweb	Supporting Residence Life operations	
Touchnet Upgrade	Maintenance	
Angel/Banner XEI Integration	- Efficiency (automation) - More timely updates	
SOFI - Roll up Music Lesson Sections	Allows students to provide feedback on instructors while preserving anonymity for Individual Lessons	
Angel/Banner Purge	Maintenance, savings captured because less use of space.	
Xtender Doc level security, Rubber Stamp, Cross-App Query and Annotations/Redactions	Stream-lined Image processing security and functionality	

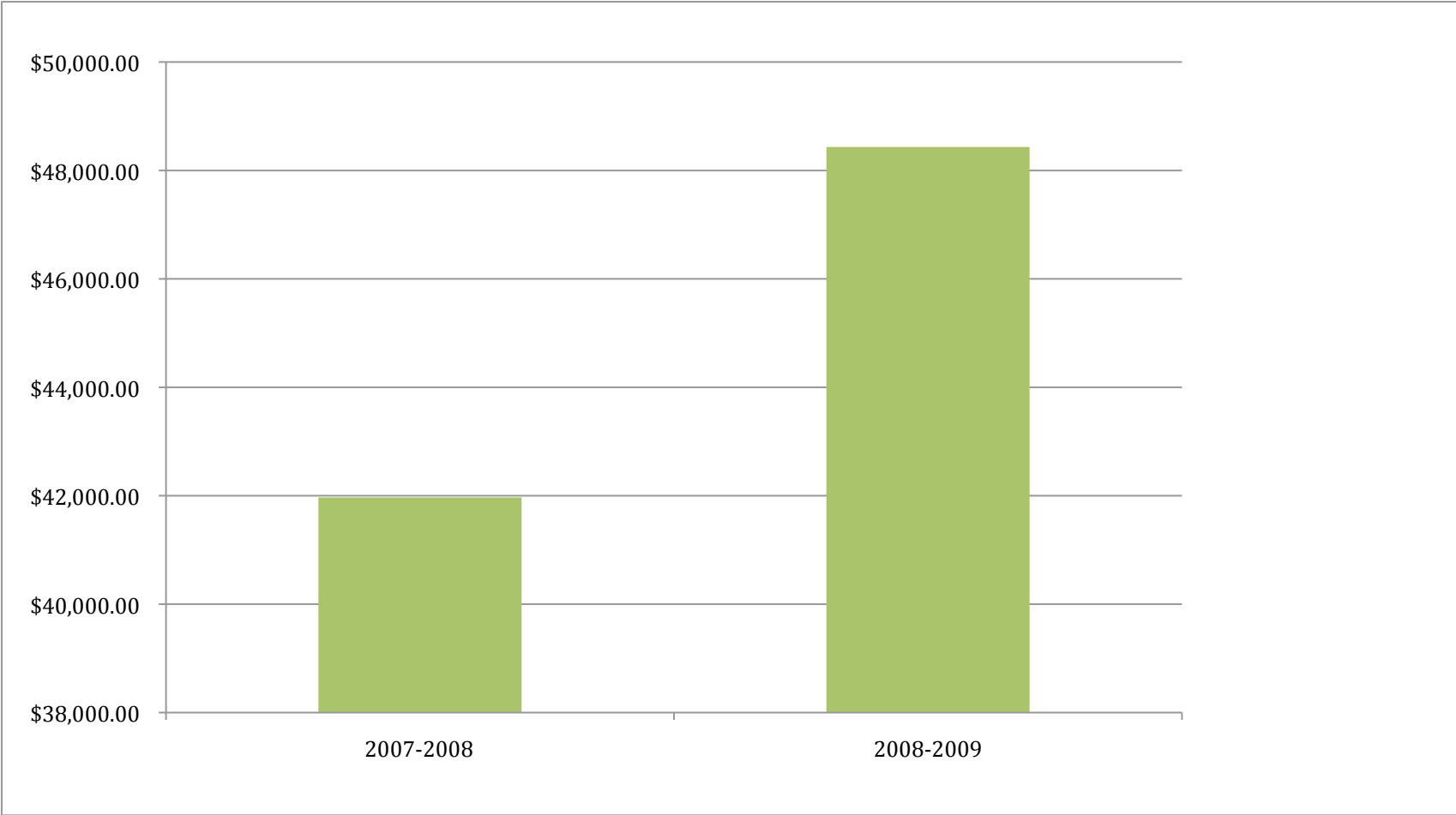
Project	Notes	Completed
Implemented Xtender for the Bursar's Office	Increased document security and retrieval	
Opscan Upgrade	Upgrade of PC hardware and Remark software and script language. Added report titles.	
Secure logins in Appworx	Remove login passwords in plain text from scripts and netrc.	
CMS Usability Enhancement project	Version 3.1 Phase I, released to production	Spring and Summer 08
CMS pretty URL and static web site	Version 3.2 Phase II. Finished all implementation work	Fall 08
Diversity Map Project	Allows students, faculty and staff to add names to the World/USA maps. Helps convey diversity of Geneseo campus as well as helping bring campus community together.	Spring 09
Faculty/Staff Event Videotaping Request Form	Efficiency	Fall 08
Drupal Demo site	Replace existing CMS with OpenSource alternative to help provide more functionality and reduce overall Geneseo maintenance costs. Project still in progress. It is supporting the WWW Redesign project.	Spring 2009
Portal Conversion to uPortal - Selection, Design, and Beta Test	IT Productivity and Improved Support	Spring 2009



CIT FUNDING



CIT IFR INCOME 2007-2009



MYCOURSES STATS & FACTS



Summary Data

	Semester			
	Fall 07	Spring 08	Fall 08	Spring 09
Faculty				
Total Number of Faculty Accounts in myCourses	762	762	775	762
Faculty that have logged in	224	222	474	276
Percentage of Faculty that have logged in	29%	29%	61%	36%
Faculty Staff - 14 require email updates if 10 of faculty actively using the system	220	220	220	220
Percentage of Faculty actively using myCourses in 14 regions	94%	98%	94%	98%
Number of Courses				
Number of myCourses Sections	1322	2789	2722	2341
Number of Courses with Content	498	471	461	388
Percentage of Courses with Content placed and other who is using other systems such as Moodle	37%	17%	17%	17%
Average Number of Content Items	31	34	40	41
Number of Courses with Messages sent	374	464	398	474
Percentage of Courses with Messages sent	28%	17%	15%	20%
Average Number of Messages sent per Course	27	24	31	24
Improvement of students				
Drop-out number of students	2246	2227	2242	2242
Drop-out student logs	1807	1848	2004	1842
Percentage of students that have logged in	81%	84%	89%	84%
Active Accounts in the system				
Drop-out logs for Students/Faculty Staff	4122	4228	4424	4422
Number of Active Accounts that have not logged in	2227	2422	2478	484
Active users on page			10000	12000
Active users on site			1000	1000
Most Active Courses				
Most Active Courses (Fall 07 to Fall 08) 27th semester				
Most Active Courses (Spring 08 to Fall 08) 27th semester				
Most Active Courses (Fall 08)				



Percentage of faculty that have logged in

Semester	Percentage
Fall 07	29%
Spring 08	29%
Fall 08	61%
Spring 09	36%



Percentage of students that have logged in

Semester	Percentage
Fall 07	81%
Spring 08	84%
Fall 08	89%
Spring 09	84%



Percentage of faculty actively using myCourses in 14 regions

Semester	Percentage
Fall 07	94%
Spring 08	98%
Fall 08	94%
Spring 09	98%

MYCOURSES STATS & FACTS – TOP 25 ACTIVE COURSES & GROUPS

FALL 2008

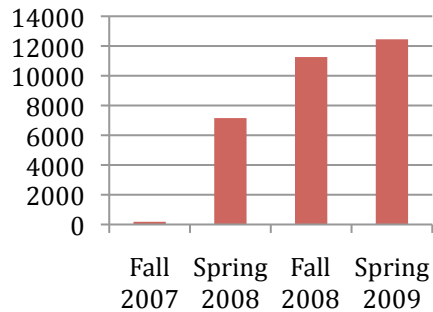
LOG_ONS	TITLE
16034	BIOL-117-01: Gen Biol:Cells,Genetics,Evol
15720	BIOL-119-01: GenBiol:Diversity,Physiol,Ecol
13899	CHEM-116-03: Chemistry I
13059	THEA-100-01: F/Introduction to the Theatre
11154	CHEM-116-01: Chemistry I
9535	GSCI-100-01: N/Our Geologic Environment-Lec
8774	ASTR-100-01: Introductory Astronomy
7590	ARTH-173-01: F/His West Art:Neoclassic-Cont
7403	CHEM-211-03: Organic Chemistry
7274	CHEM-211-01: Organic Chemistry
7244	CHEM-116-02: Chemistry I
7128	PSYC-100-01: Introductory Psychology
5250	Student Teaching
5217	SPED 383: Classroom Management
5178	PHYS-111-01: N/General Physics I-Lec
4381	PHYS-123-02: Analytical Physics I
4082	CHEM-211-02: Organic Chemistry
4072	BIOL-222-01: Principles of Genetics
3822	ANTH-100-02: S/M/Intr Cultural Anthropology
3660	GEOG-110-01: N/Physical Geography-Lec
3632	BIOL-300-01: Cell Biology
3621	PSYC-332-01: Human Neuropsychology
3602	PHYS-123-01: Analytical Physics I
3447	BIOL-203-01: Principles of Ecology
3361	Biol 116 Merged

SPRING 2009

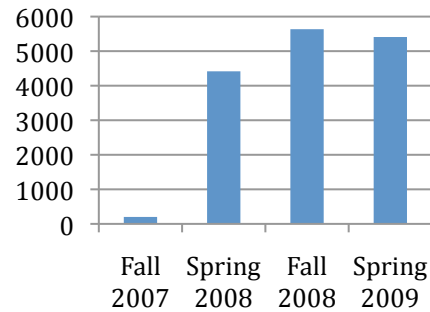
LOG_ONS	TITLE
14927	BIOL-119-01: GenBiol:Diversity,Physiol,Ecol
11483	BIOL-117-01: Gen Biol:Cells,Genetics,Evol
7180	CHEM-213-01: Organic Chemistry II
6711	ARTH-173-01: F/His West Art:Neoclassic-Cont
6432	ASTR-100-01: Introductory Astronomy
5860	ACCT. 103 spring 2009
4894	GSCI-100-01: N/Our Geologic Environment-Lec
4876	BIOL-222-02: Principles of Genetics
4805	PSYC-100-01: Introductory Psychology
4525	CHEM-213-02: Organic Chemistry II
4470	GSCI-100-02: N/Our Geologic Environment-Lec
4295	BIOL-222-01: Principles of Genetics
4265	ANTH-100-03: S/M/Intr Cultural Anthropology
4115	CHEM-213-03: Organic Chemistry II
3981	THEA-100-01: F/Introduction to the Theatre
3885	CHEM-324-01: Principles of Physical Chem
3821	CHEM-118-02: Chemistry II
3641	CHEM-118-01: Chemistry II
3614	CHEM-118-03: Chemistry II
3493	PHYS-125-02: Analytical Physics II
3476	PHYS-125-01: Analytical Physics II
3455	PSYC-100-02: Introductory Psychology
3411	BIOL-103-01: Human Biology-Lec
3251	PHYS-112-02: General Physics II-Lec
3227	PLSC-140-02: S/International Politics

MYCOURSES STATS & FACTS – USE OF COURSE OBJECTS

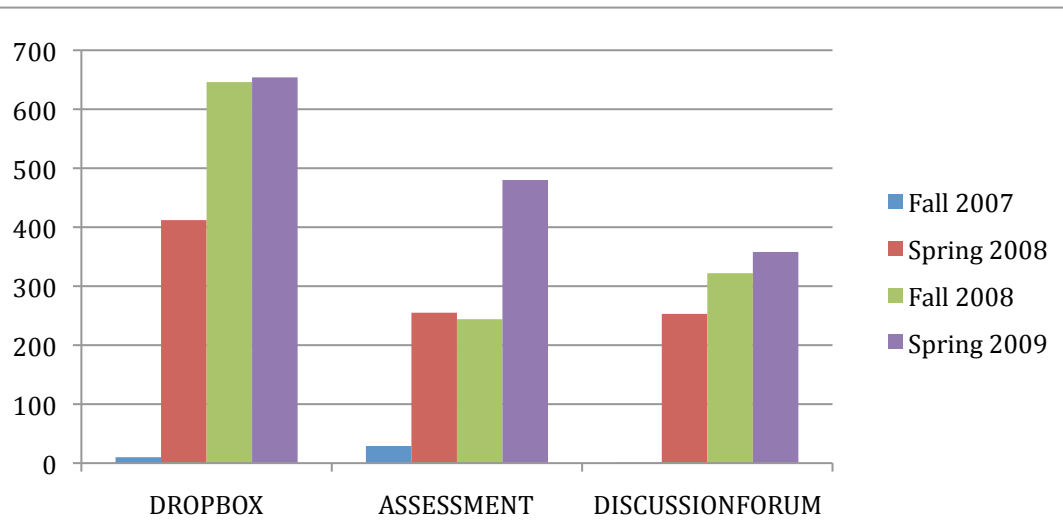
Number of Files



Number of Links



Object Type	Fall 2007	Spring 2008	Fall 2008	Spring 2009
FILE	483	7199	12296	12892
LINK	261	4434	5625	5428
FOLDER	88	1889	2498	2788
QUESTION	113	298	1028	1862
FILED	0	1434	995	1942
DROPBOX	18	412	548	179
ASSESSMENT	28	288	268	488
DISCUSSIONFORUM	1	284	112	388
FILED	23	272	388	488
FORUM	0	88	88	87
QUIZ	2	54	54	88
HTML	0	9	1	88
BOOK	0	42	48	88
WEB	0	17	47	88
IMAGE	0	0	1	1



TECHNOLOGY TRAINING - FACULTY AND STAFF

		# of Classes	Total Students			# of Classes	Total Students
August 2008				January 2009			
August 13,14, 15	myCourses "Why Use It?"	2	26	Jan 13, 14, 15:	myCourses "Why Use It?"	1	14
	myCourses Overview	2	36		myCourses Fundamentals	2	24
	myCourses eReserves	2	32		myCourses Disseminating Course Materials and Resources	1	16
	myCourses Communication Tools	2	35		myCourses Communication Tools	1	12
	myCourses Gradebook	1	23		myCourses Advanced Comm Tools	1	9
	myCourses Assessments	1	20		myCourses Assessments	1	9
	myCourses Drop Boxes	1	21		myCourses Handling Student Submissions	1	10
	myCourses Wikis and Blogs	1	18		myCourses Gradebook	1	16
September 2008					myCourses Reports and Tracking	1	10
Sept 9-10	myCourses Overview	2	32		myCourses Automate Function	1	8
October-November 2008					myCourses Open Session	1	3
Oct 29-	Microsoft Word	2	16		January Totals	12	131
Nov 13	Microsoft PowerPoint	2	3				
	Microsoft Access	4	41				
	Microsoft Excel	2	27				
	Creating Podcasts	1	3				
	myCourses Overview	1	7				
	CMS Web Sites for Faculty	1	16				
	CMS Web Sites for Depts	1	1				
	Fall Totals	28	357		2008-2009 Training Totals	40	488

CLASSROOM TECHNOLOGY UPGRADES

Summer/Fall 2008

- New SmartBox Projection Rooms: Brodie 201 (iMac Lab), and Sturges 112.
- SmartBox Upgrades: South 244.
- LCD Projector Upgrade/Replacement: Milne 105, South 328, South 241 and Wadsworth 21.
- Network (IP based) Equipment Monitors Installed: Brodie 201, South 138, South 244 and Sturges 112.

Winter Break 2008-2009

- New SmartBox rooms: ISC – G140, and Seneca Hall 301 (Seminar Room).
- Second (isolated) Projection Install/SmartBoard Install: South 328.
- LCD Projector Upgrade/Replacement: Welles 133.
- Network (IP based) Equipment Monitors Installed: Seneca 301.

Summer 2009 (scheduled)

- ISC (formerly Greene) Science Building: 14 new science lab installs with ceiling mounted projectors installed with a DVD/VCR inside the "SmartBox" control cabinet. Two other rooms will have new Crestron Touch Panel controlled "full" smart classroom installations (one with dual projection).
- Full Smart Classroom Installation: Sturges 219 (Aud).
- Dual Projection Upgrades: Newton 204.
- Projector Upgrades: Fraser 202a, Fraser 213, Brodie 223, South 138, South 235, South 237, Sturges 104, Sturges 221, Welles 128, Welles 138, and Welles 140.

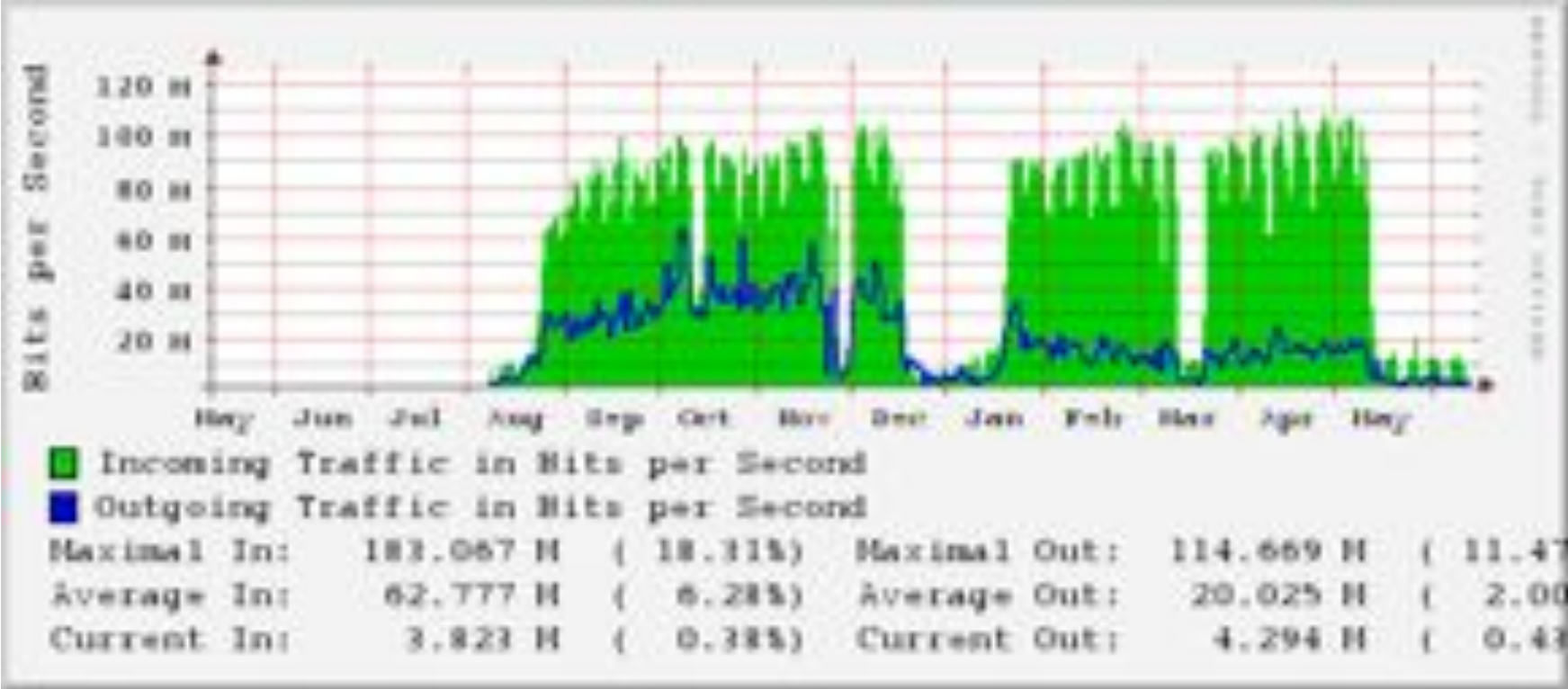
Campus Classroom Statistics:

- SmartBox Classrooms: 69.
- Full Smart Classrooms: 27.
- Laptop Projection (LCD Projector-only) Classrooms: 29
- Projection Systems with IP Monitors: 92 (about 75% of total rooms).
- Total Classrooms with Dedicated Technology (upon completion of Greene/ISC installations): 140

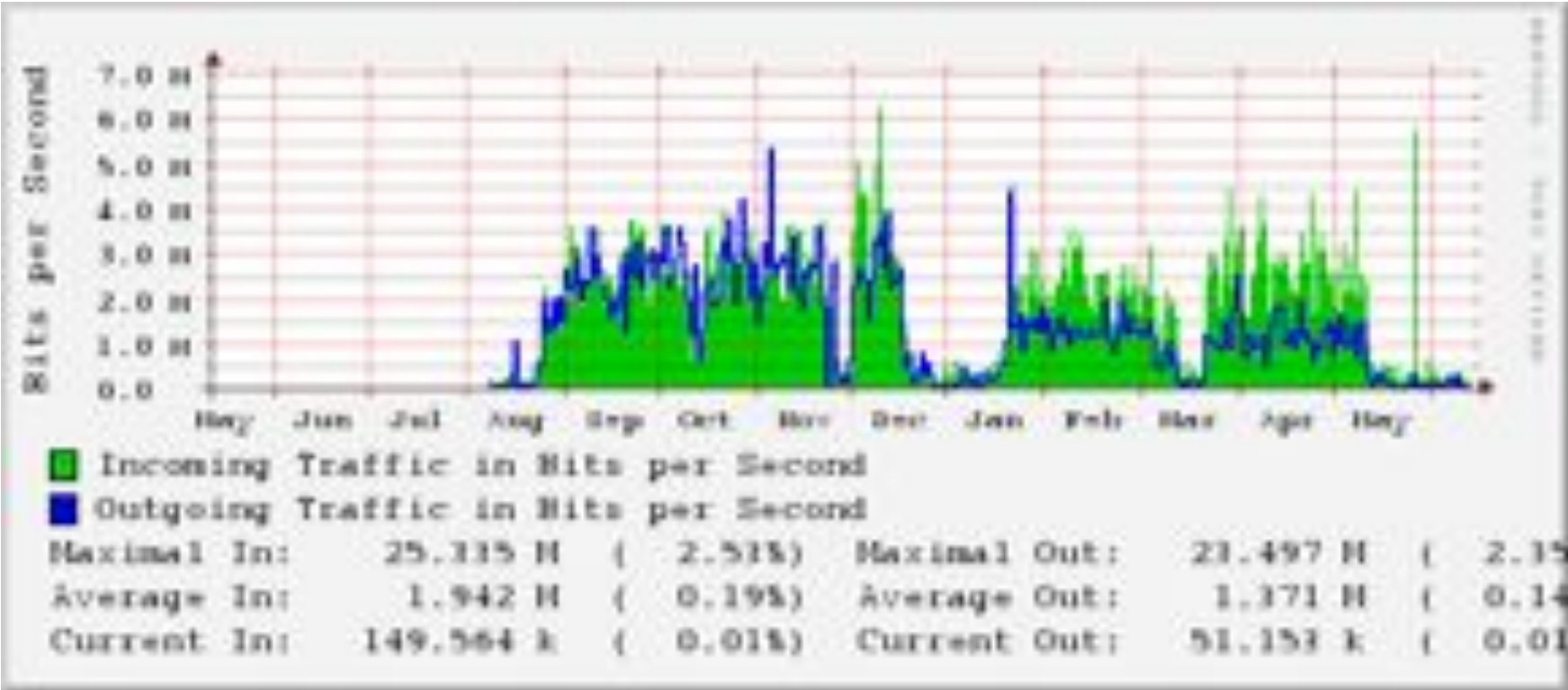
SYSTEMS & NETWORKING UPTIME (SEPT 2008 – JUNE 2009)

	OVERALL % UPTIME	AVERAGE TIME (HRS) PER OUTAGE	TOTAL NUMBER OF OUTAGES
NETWORK	99.94	1.17	737
WIRELESS	99.92	1.14	762
SYSTEMS	99.92	1.48	951

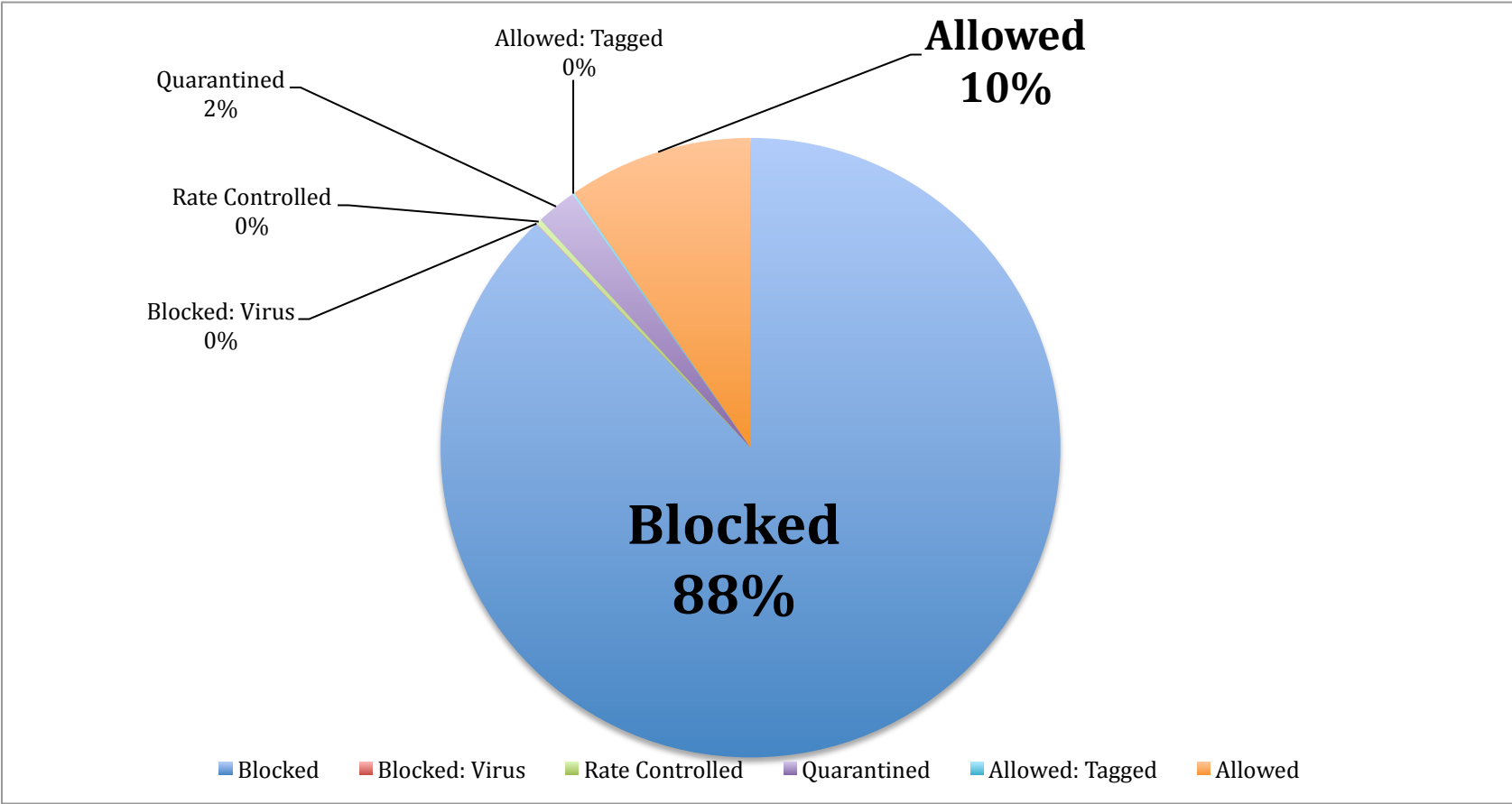
INTERNET USAGE STATS



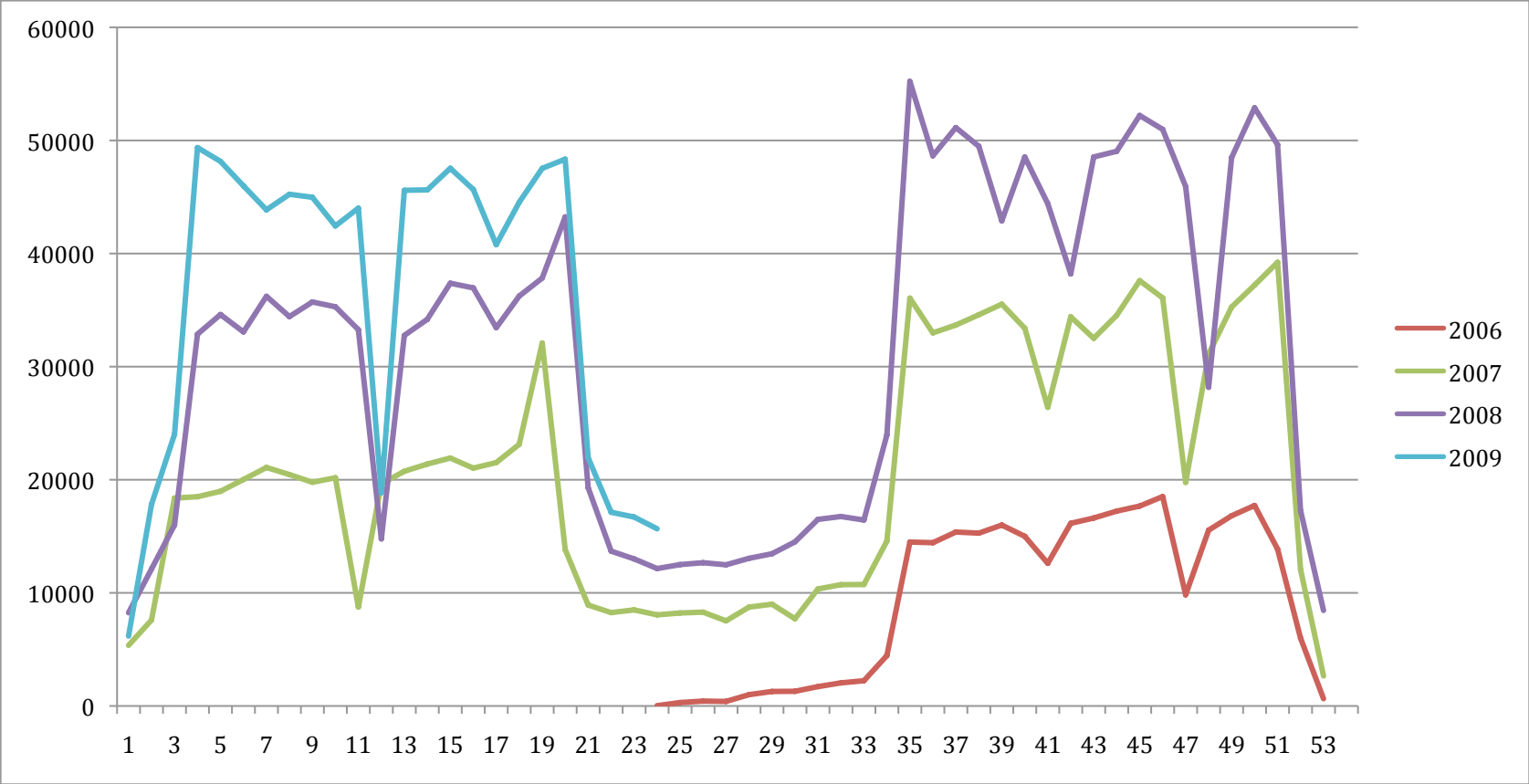
INTERNET2 USAGE STATS



EMAIL MANAGEMENT STATS



MYGENESEO STATS



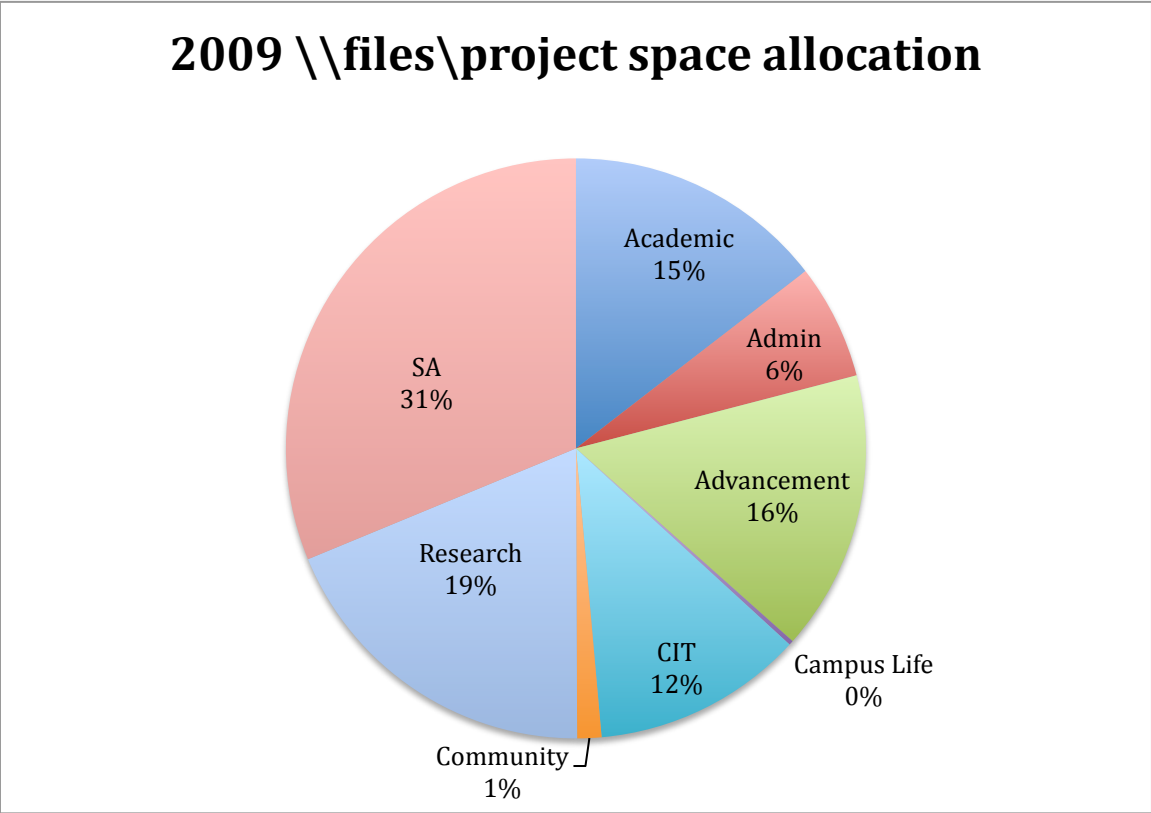
AVERAGE NUMBER OF LOGINS PER WEEK BY YEAR

CIT.GENESEO.EDU STATS

cit.geneseo.edu web site statistics

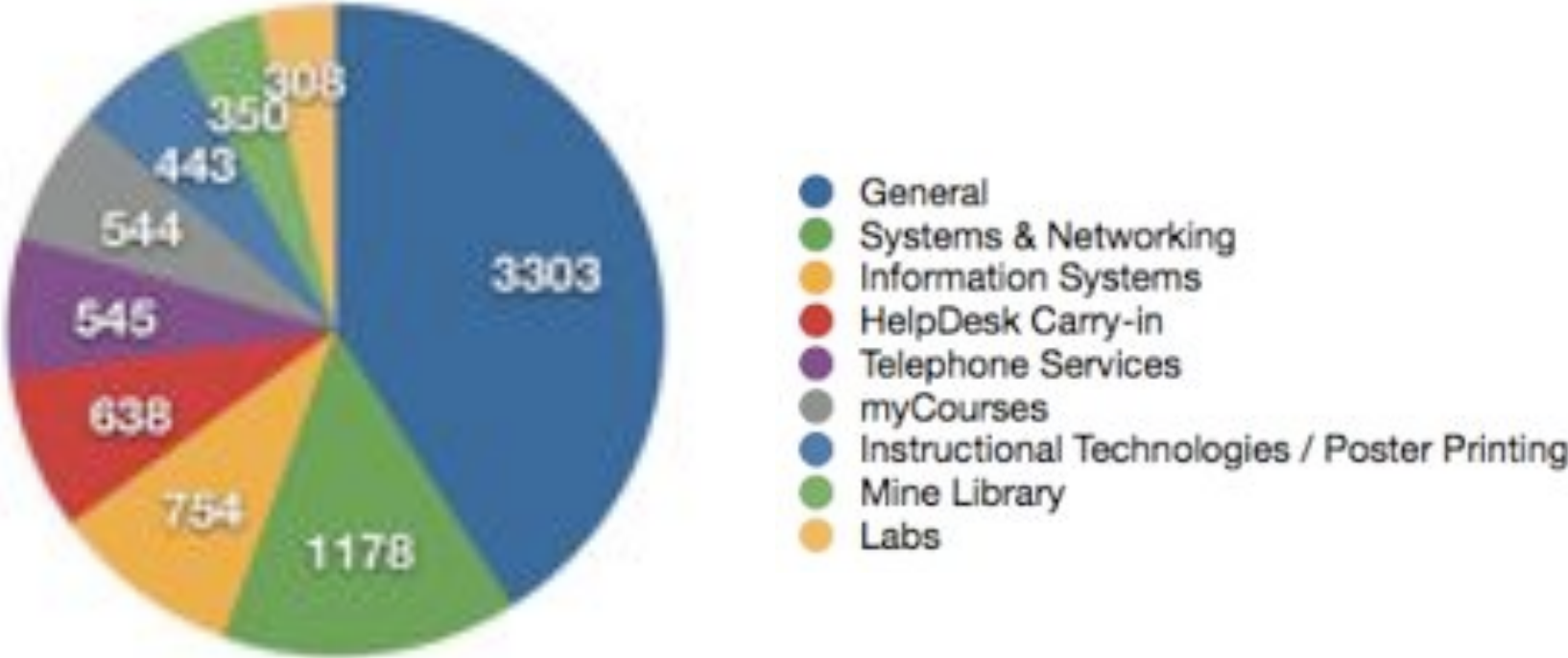
Month	Daily Avg			Monthly Totals						
	Hits	Files	Pages	Visits	Sites	KBytes	Visits	Pages	Files	Hits
Jul-08	2,925	2,608	1,933	231	2,793	392,573	7,166	59,926	80,872	90,688
Aug-08	6,267	5,618	4,168	284	3,825	601,116	8,825	129,224	174,183	194,305
Sep-08	22,291	20,675	15,330	314	3,827	1,253,428	9,436	459,903	620,254	668,736
Oct-08	19,272	18,233	13,165	222	3,313	1,256,946	6,906	408,138	565,232	597,440
Nov-08	17,314	16,082	11,939	240	3,537	959,920	7,225	358,189	482,477	519,429
Dec-08	16,805	15,790	11,697	332	4,022	916,803	10,319	362,616	489,496	520,983
Jan-09	14,092	13,298	9,650	212	2,650	918,468	6,575	299,173	412,245	436,854
Feb-09	28,137	26,112	19,429	224	2,681	1,310,304	6,274	544,030	731,141	787,859
Mar-09	21,248	19,513	14,641	197	2,641	1,123,547	6,137	453,897	604,910	658,689
Apr-09	35,919	33,460	24,762	212	2,879	1,672,930	6,361	742,879	1,003,808	1,077,593
May-09	25,280	23,852	17,581	198	2,447	1,231,071	6,141	545,039	739,429	783,700
Jun-09	562	248	253	146	1,103	124,589	2,484	4,309	4,226	9,564
Totals						11,761,695	83,849	4,367,323	5,908,273	6,345,840

FILES USAGE

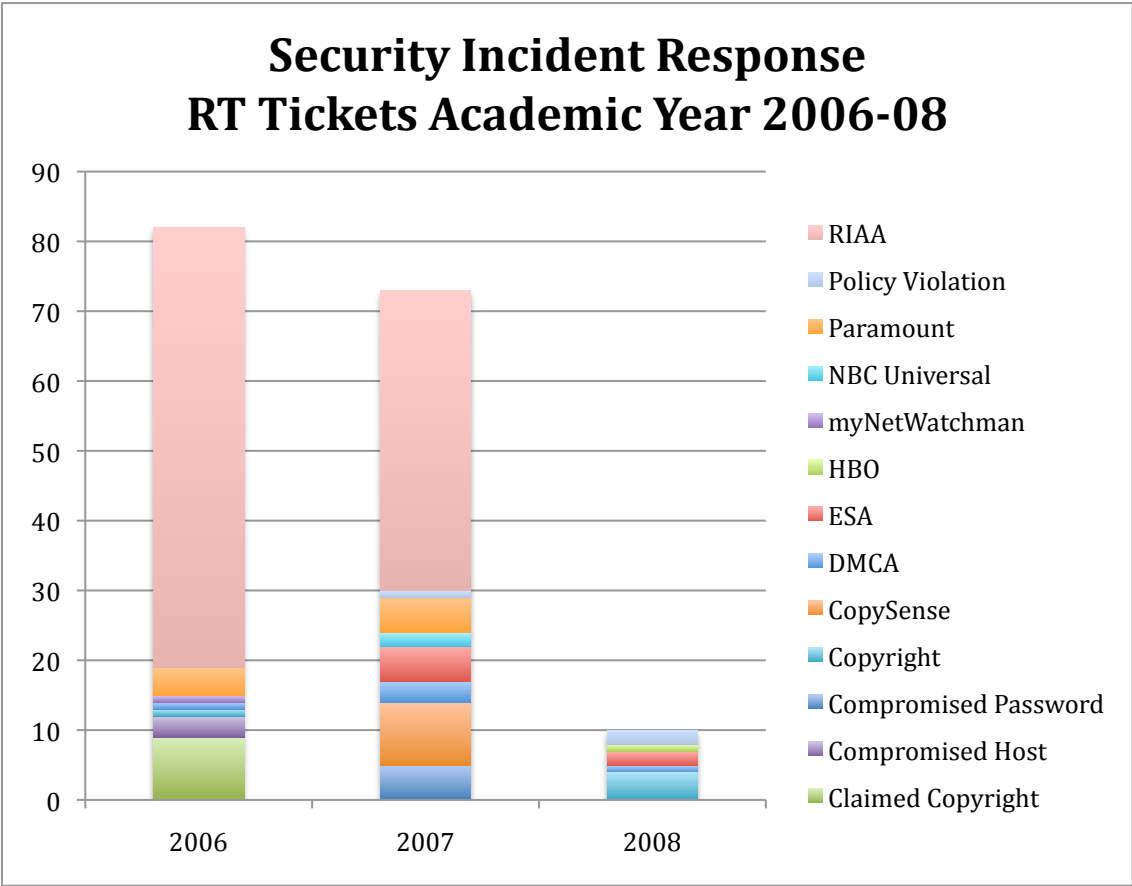


RT TICKET STATS

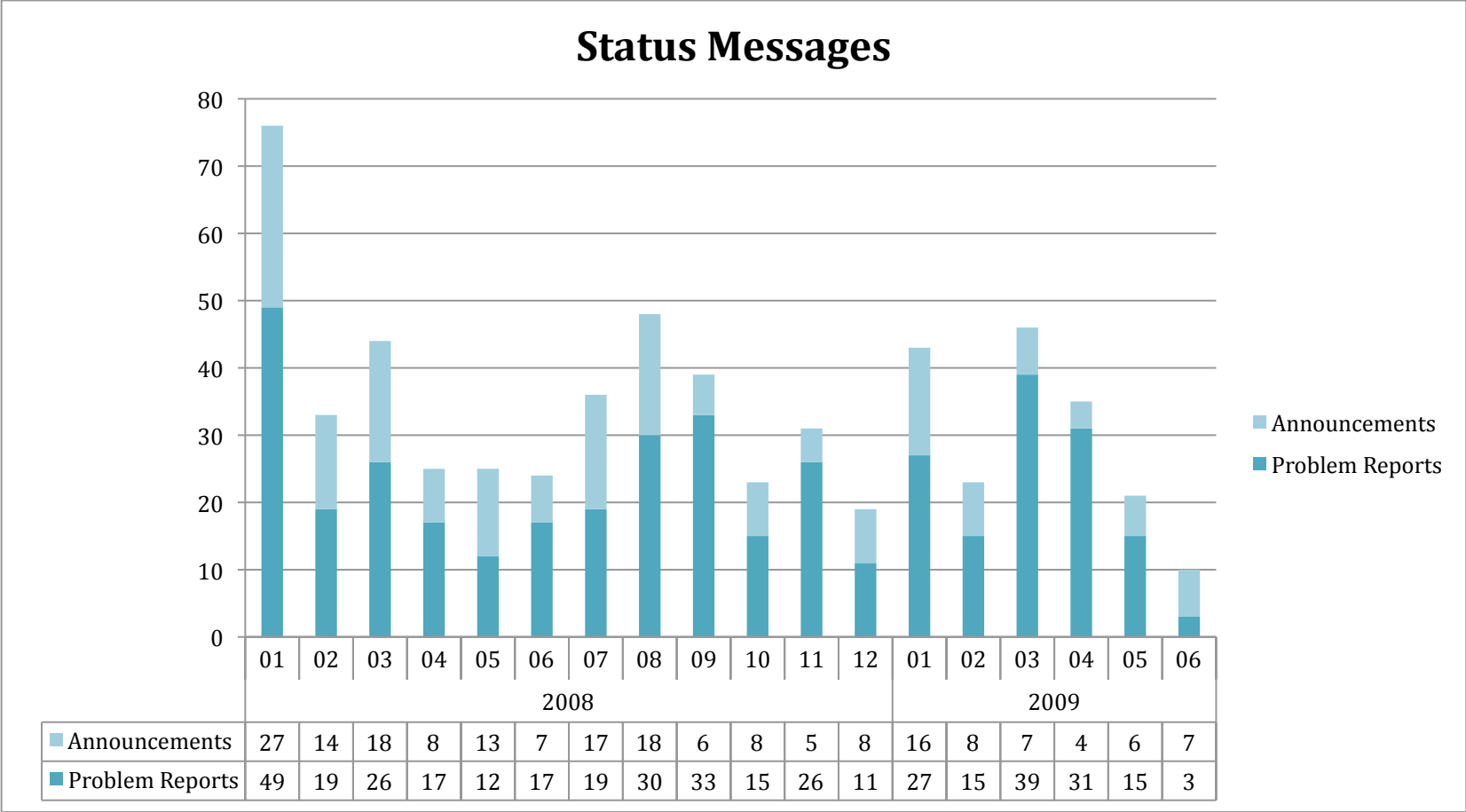
The total number of tickets for July 2008 - June 2009 is **8063**.



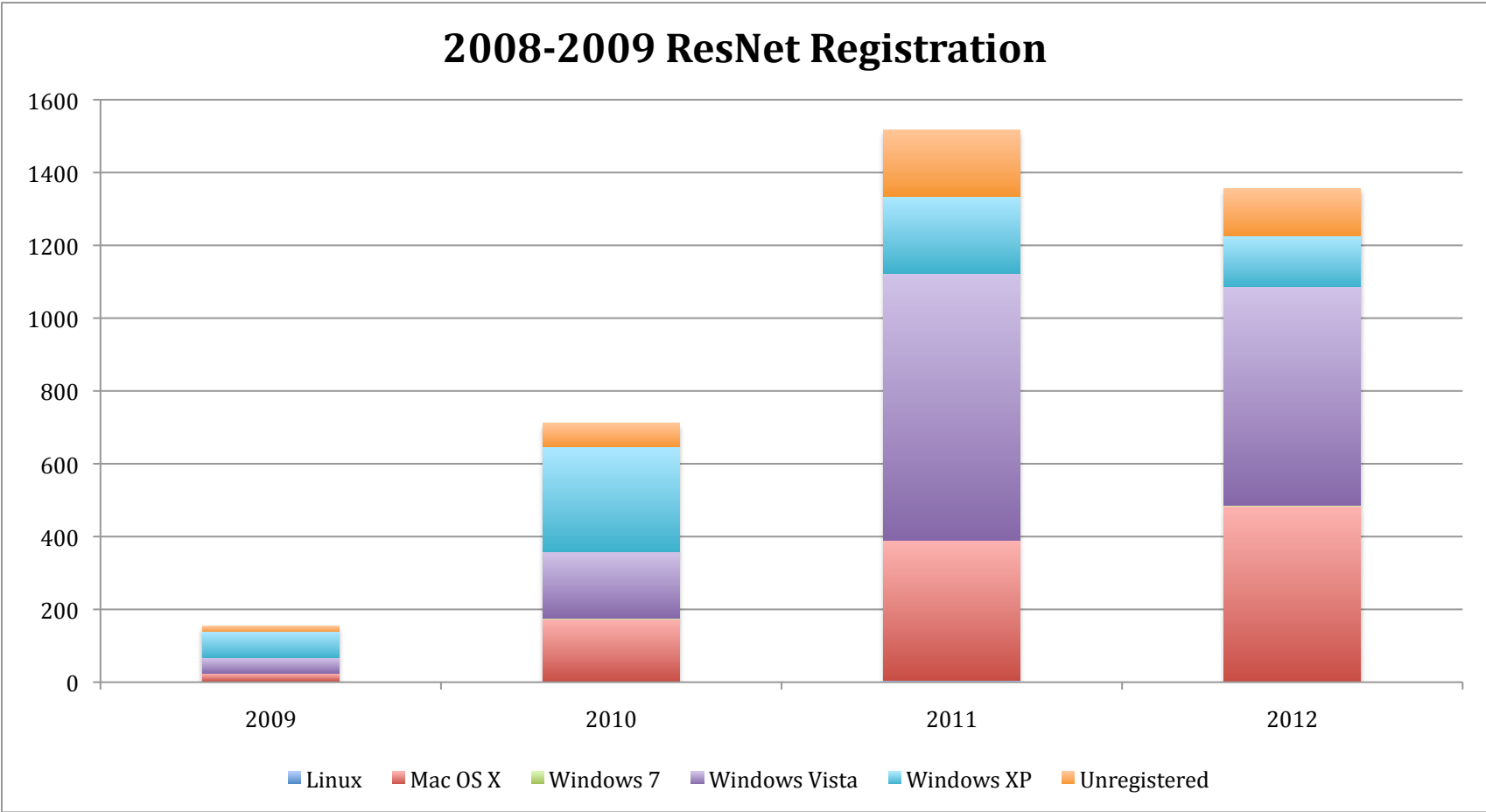
SECURITY INCIDENT RESPONSE RT TICKETS



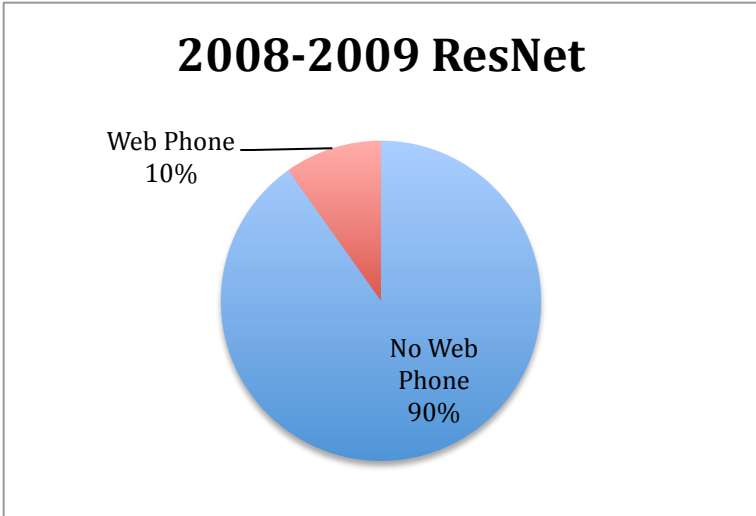
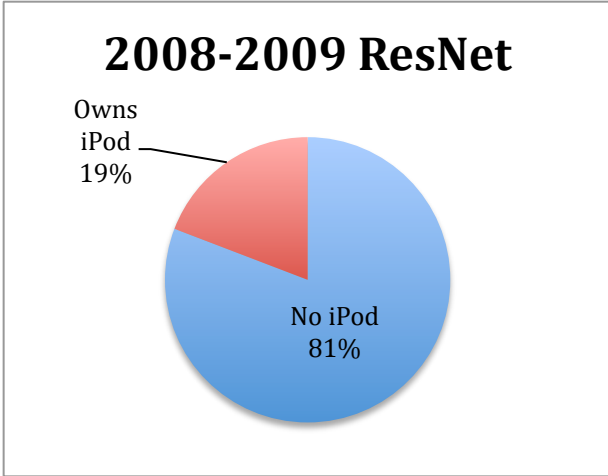
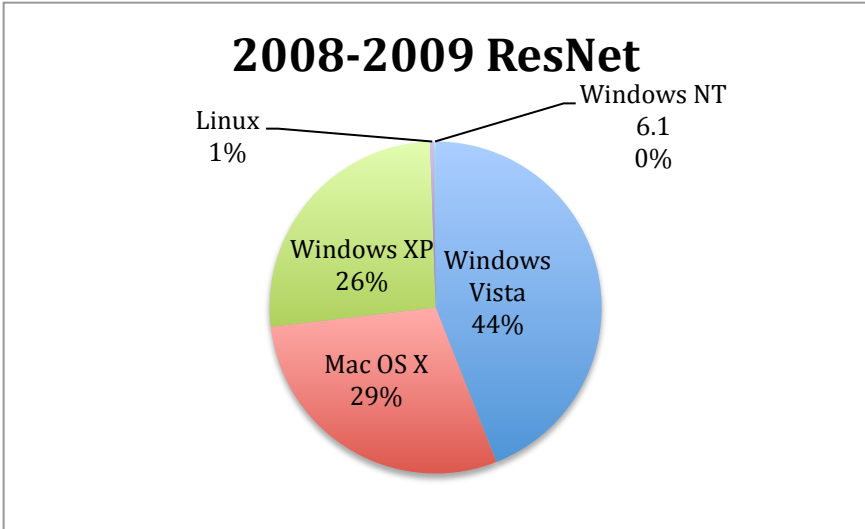
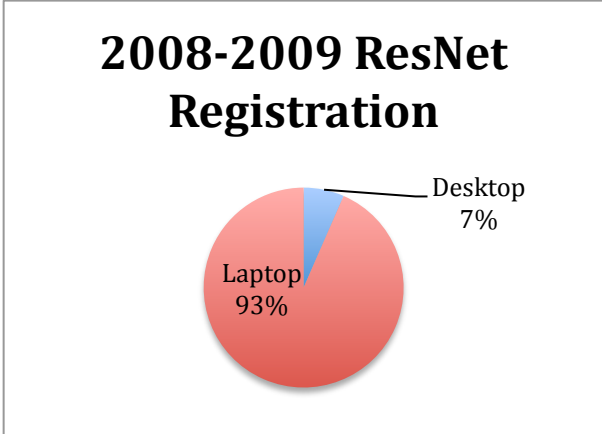
STATUS



RESNET STATS



RESNET STATS

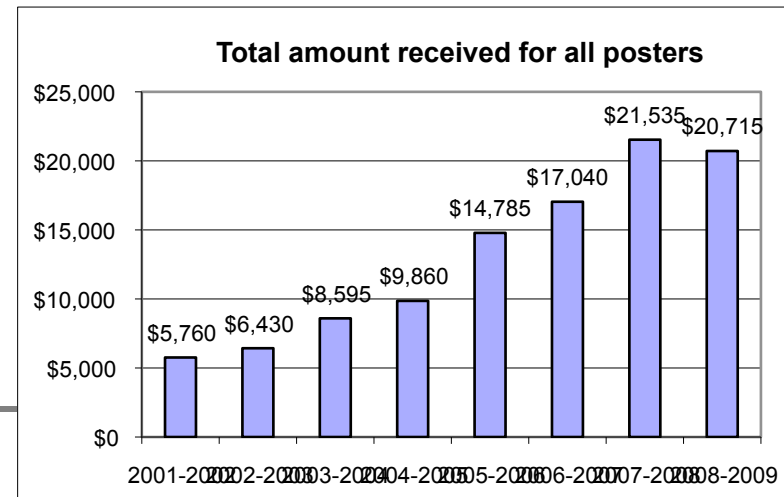
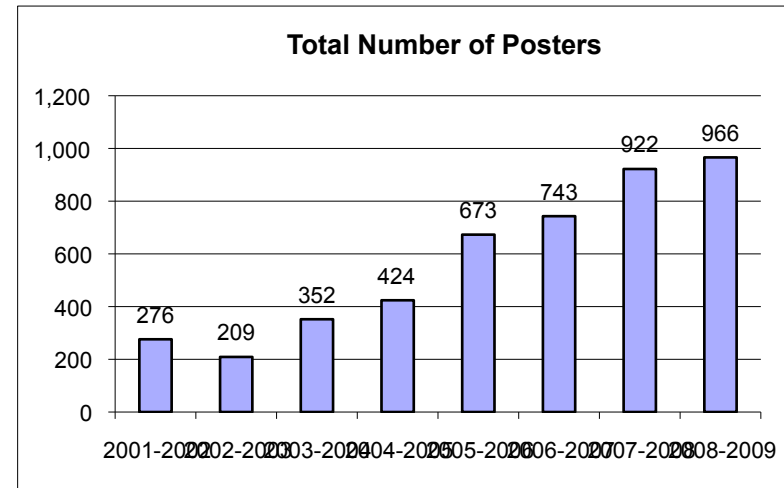


POSTER PRINTING STATS & FACTS

<u>Poster Printing Historical Information</u>	<u>Fall 2008</u>	<u>Spring 2009</u>	<u>Total</u>
Total (feet) of material printed	973	1,402	2,375
Feet of glossy	594	753	1,347
Feet of heavyweight	380	902	1,282
# of glossy posters	223	250	473
# of heavyweight posters	185	308	493
Total # of posters	408	558	966
# of tubes	15	17	32
Chargeback	\$7,125	\$9,250	\$16,375
Non-chargebacks	\$1,640	\$2,700	\$4,340
Total received for all posters	\$8,765	\$11,950	\$20,715

We had to purchase a new poster printer this year, as our older one broke right before GREAT Day. The costs for this service will need to increase due to pricing of inks and paper. We have not increased our prices since this service began.

We moved to an improved online system for taking poster printing requests this year that feeds into our CIT ticketing system, RT.



SPECIAL SERVICES STATS & FACTS

<u>Services</u>	<u>Fall 2008</u>	<u>Spring 2009</u>	<u>Total</u>
Slides	663	1,903	2566
DVDs	216	74	290
VHS tapes	0	0	0
CDs	9	159	168
AV desk signout instances	399	498	897
Equipment Signouts	98	95	193
Student Teacher Projection Kit	20	5	25

Commencement 2009 "Live" Stream Statistics

Total Viewers:	679
Morning Ceremony Viewers:	347
Afternoon Ceremony Viewers:	332
Average Length Watched:	18.9 minutes
Total Connections On-Campus:	89
Total Connections Off-Campus:	590
Total Unique Connections:	174

TELEPHONE SERVICES STATS & FACTS

Telephone Services on-line RT Form:

- ✓ Employees no longer need to submit a paper form to request any type of telephone service on campus
- ✓ Total requests processed: **496**

Seneca Residence Hall

- ✓ Installed 48 new phones, direct dial lines, and voice mail in each room.
- ✓ Provides a viable emergency contact means for all on-campus students.

Voice Mail Service Upgrade

- ✓ Configuring and testing two Cisco products as possible replacements for our obsolete voice mail service. A late Spring/early summer migration to a new service is planned.
- ✓ New service is VoIP compatible and integrated with email.

Satisfaction Survey results

A total of 77 surveys were completed, 83% rated Promptness of Service as Excellent, 90% rated Quality of Service as Excellent, 91% rated Knowledge, professionalism and courtesy of CIT TS Staff as Excellent

Name Connector Stats -- Listed below are Call Volume and Call Count statistics, including the top eleven called names and departments (June 2008 – May 2009):

Call Volume: Total 30831 With Requests 21181

Peak Volume: Hourly 53 Daily 211

Connection Rate: 1st try: 74.7% total: 90.7%

Median Processing Time: 26 sec

10th percentile 4 sec

90th percentile 49 sec

This report lists 533 destinations.

There were 14,276 total calls to names during this time period.

(585)245-5571	2,522	Admissions
(585)245-5566	947	Records & Scheduling
(585)245-5731	699	Financial Aid
(585)245-5621	498	Student Accounts
(585)245-5616	485	Human Resources
(585)245-5577	395	Computing & Information Technology
(585)245-5541	267	Dean Of The College
(585)245-5560	231	School Of Education
(585)245-5736	218	Health Services
(585)245-5662	201	Facilities
(585)245-5606	169	Accounting

SPECIAL EVENTS SUPPORT

Fall 2007

1. 7-11-08 PA set up and training of use for AOP in MJ
2. 8-08-08 PA set up for Human Resources in MJ
3. 8-22-08 RECORD: New Faculty Convocation
4. 8-24-08 RECORD: New Student Convocation
5. 9-02-08 RECORD: Congressional Debate Wads Aud 7-9PM
6. 9-12-08 PA SETUP Lockhart
7. 9-15-08 RECORD: Peter Levine, author of "The Future of Democracy: Developing the Next Generation of American Citizens,"
8. 9-17-08 RECORD:Xerox lecture Newton 201 1:30-2:45
9. 9-24-08 1:30 pm, "Rights vs Reality: Civil Rights, Same-Sex Marriage and the Role of the Courts in Promoting Diversity" by Gerald Rosenberg, University of Chicago Law
10. 9-24-08 RECORD: 5:00 pm, Newton 214. Harding Lecture by Frances Smith Foster, Candler Professor of English and Women's Studies at Emory University.
11. 9-25-08 RECORD: 6PM CU Hunt room
12. 9-27-08 PA Setup: SOUTH QUAD SOE
13. 9-30-08 Tech Assist Ballroom: 7PM
14. 10-02-08 Set up projector for Foundation Board
15. 10-15-08 RECORD Iraq War Panel Discussion CU Ballroom
16. 10-15-08 Roemer Lecture RECORD: "Iraq, Iran, and the Shi'ite Crescent: Myth or Reality."
17. 10-17-08 RECORD & STREAM College Council Meeting
18. 10-24-08 RECORD: MacVitte Lecture with Tony Campolo (7PM-9PM College Union)
19. Wednesday, October 29, 1:30-2:30, Newton 201 record- mic podium
20. 11-12-08 RECORD:Nov. 5, Wed, 1:30, Newton 204. Geneseo Alumni Association Supported Professorship Lecture by Wendy

Pogozelski on "Your History is in your Genes: What DNA Reveals about the Origins of People Groups."

21. 11-24-08 RECORD: Nov 14th 1:30 Newton 204 Xerox Center request by Valerie Scafetta (RT Ticket: 25237)

Spring 2008

22. 01-29-09: RECORD in MJ 1-2PM for Becky Stewart
23. 01-29-09: RECORD in Lederer Gallery 3-5PM Tom Macpherson
24. 02-12-09: STREAM and RECORD College Council Meeting
25. 02-18-09: Supply lav mic to Live Green group in Newton 201 (3:30PM)
26. 02-18-09: RECORD Birx lecture CU Ballroom 7:00PM(RT 27803 Matt will do event)
27. 02-19-09: SET UP PA in Letchworth Dining hall (CAS will pick up and deliver PA)
28. 02-23-09: RECORD event in CU Ballroom 7-8:15 for Harvey (RT27819) Vanessa
29. 03-04-09: RECORD- PBK Newton 204 (RT 27707) 1:30-2:30
30. 03-05-09: Mic setup one wireless lapel, one podium mic, three table mics
31. 03-17-09: 9:30AM Set up in Erwin 221D meeting (phone, projector and laptop)
32. 03-27-09: Friday: provide wireless handheld in Newton 202 for Saturday event.
33. 04-07-09: RECORD Diversity Lecture N204 4PM (RT29294)
34. 04-17-09: RECORD/STREAM College Council Meeting
35. 04-24-09: 2:00-5:00PM TECH SUPPORT Big Tree Inn- Foundation Board meeting
36. 04-25-09: 8:30AM-Noon(ish) Big Tree Inn- Foundation Board meeting
37. 05-01-09: PA Setup in MJ for Tracy Gagnier (tear down on Monday.)
38. 05-16-09: RECORD/STREAM Commencement X2

VIDEO CONFERENCING INCREASE

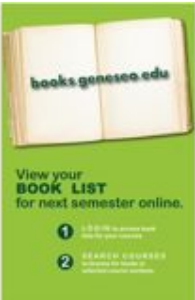
There has been a noticeable upswing in use of video conferencing (especially since travel curtailments went into effect. It has increased our existing workload with each session requiring technical and practical coordination, testing, as well as facilitating each session. Below is a list of video conferencing events CIT worked on in the last year.

- 09/19/09 -- Dual Degree Programs video conference with UDLAP (Mexico), discussion on their students coming here.
- 10/16/09 -- University Faculty Senate, multi-campus presentation on Parliamentary Procedure
- 02/16/09 -- Dual Degree Programs VC with University of Moscow
- 02/27/09 -- MCAT/PCAT/DAT Prep Course meeting (for Geneseo students with Dr. James Flowers in Milwaukee, WI)
- 03/04/09 -- SICAS training/meeting. (training for multiple campuses, folks drove here to minimize travel costs)
- 03/09/09 -- Dual Degree Programs multisite meeting of these Colleges: Szeged (Hungary), Babes-Bolyai (Romania), Geneseo and Albany
- 3/30 to 4/7/09 -- Provost Search Candidate Interviews. Five separate sessions with candidates at sites all over the country (Oregon, Connecticut, North Carolina, and Virginia)
- 4/28/09 -- Guest speakers for class: INTD 302 Method&Matl-Sec Ed class (Melissa Sutherland)
- 5/13/09 -- Guest speakers for class: 300 - Level Education/Childhood Education class (Leigh O'Brien)

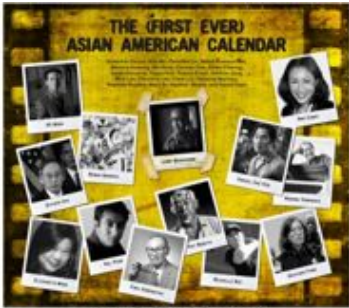
Sample Promotional Assistance



And Baby Makes Seven_Flattened.pdf



books.geneseo_Final.pdf



KaplanR_FEAAAC Poster.pdf



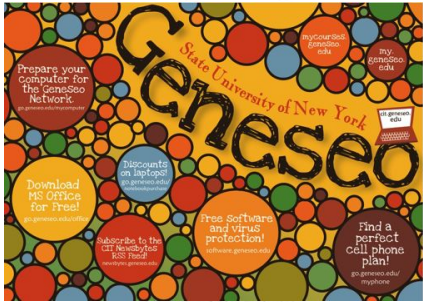
Klein_New Template_21x24.pdf



Commencement Parking



School of Education 2009



Lava Lamp Slip_Flat.pdf



MacP_CD Cover_Immigration and Assimilation copy.jpg



Natalie's Senior Recital_2.pdf



Newsbytes Logo.jpg



Senior Gift Pizza Hut Poster2.pdf



Senior Gift Tshirt Poster_Uncle Sam.pdf



Smartboard Stylus at Helpdesk.pdf

RETIRED SERVICES

BlueSocket

The BlueSocket appliances we retired and replaced with Cisco's method for wireless authentication.

SGENAB

SGENAB has been retired.

CCURE card access system

The CCURE card access system for the residence halls was retired and replaced by a Stanley system.

Multimedia server

Applications that are still viable were moved to other servers.

CIT Professional Development & Service 2008–2009

July 2008 – June 2009

Name	Professional Development	Professional Service
Sue Chichester	<p>NACUBO Annual Meeting 2008, "Changing Perspectives", Chicago, July 2008; HigherEd CIO Conference, University of Rochester, July 2008; Geneseo TLC Brown Bag Online Discussions October–December, 2008; SUNY Geneseo Domestic Violence Policy Presentation, October 2008; Fall 2008 Wizards meeting, Syracuse, November 2008; ICS 100 training/certification, November 2008; ICS 700 training/certification, November 2008; Training for SUNY Geneseo's Web Procurement, November 2008; Bowmac Training, November 2008; Gold Workshop: "What Color Are You?", MacVittie Union, January 2009; ICS 200 training/certification, January 2009; Developing Performance Programs for Employees in the Professional Staff, Geneseo, February 2009; CCIO Virtual Spring Meeting, March 2009; Sexual Harassment Awareness in the Workplace, April 2009; AWC, IT Woman of the Year Breakfast, Rochester, April 2009; ICS 300 training/certification, May 2009; "Virtual STC", June 2009.</p>	<p>Speaker, NACUBO Annual Conference, Identity Theft and the Electronic Workplace, Chicago, July 2008; Chair & Elected Four Year College Representative, SUNY Council of CIOs Executive Board; President and Elected Member, Board of Directors, Livingston County Business Education Alliance (BEA); Chair, Information Security Program Team; Appointed Member, SUNY Geneseo Technology Advisory Committee; Board Member, Teaching and Learning Center Advisory Committee; Committee Member, Disaster Planning and Response Coordinating Task Force Committee; Conference Planner, SUNY Council of CIOs Fall & Spring Meetings; Speaker, BEA Fall Breakfast; Speaker BEA Administrator's Breakfast; Hiring Manager for Systems Analyst, Instructional Technology Coordinator and Lead Programmer Analyst Searches; Junior Achievement Volunteer representing Geneseo for York Central School First Grade; Speaker, NE ResNet Conference, Geneseo, April 2009; Speaker, AWC Women Leaders in Technology Roundtable, May 2009.</p>
Kirk Anne	<p>First year: Doctor of Professional Studies in Computing at Pace University, August 2008; HighEdWeb 2008, Springfield, MO, October 2008; Wizards Fall Meeting, Syracuse, November 2008; Training for SUNY Geneseo's Web Procurement, November 2008; Bowmac Training, November 2008; NYSGrid Meeting, December 2008; ICS 100,200,700 training/certification, January 2009; JASIG conference, March 2009; Preparing and Administering a Budget, April 2009; ICS 300 training/certification, May 2009; Parallel Computing w/Mathematica, June 2009; Using Data Collections with Mathematica, June 2009; "Virtual STC", June 2009; Statistical Analysis w/Mathematica, June 2009.</p>	<p>Member, Information Security Committee; Search Chairperson, Systems Analyst Search, July 2008; SUNY Identity Management team, July 2008; HighEdWeb 2008 Program Committee, October 2008; HighEdWeb 2009 Program Committee, January 2009; Member, Enhancing Instructional Delivery committee, June 2009; Supervised directed study INTD 395 02, Spring 2009.</p>
Shawn Austin	<p>Ed Tech Day, Ithaca, NY, March 2009.</p>	
Sam Bean	<p>Mac 101 workshop, Victor, Sept 2009; Ed Tech Day, Ithaca, NY, March 2009.</p>	
Andy Camidge	<p>Ed Tech Day, Ithaca, NY, March 2009.</p>	
Rick Coloccia	<p>ASHRAE Workshop on Data Center Energy Efficiency and Best Practices, July 2008; Hackerfest Security Conference, Rochester, September 2008; Simcona Electronics Show, Rochester, October 2008; Information Systems Security Association (ISSA) Security Summit, Rochester, October, 2008; Kistler Air & Power Solutions Open House, October 2008; Training for SUNY Geneseo's Web Procurement, November 2008; BowMac Emergency Preparedness Training, Geneseo, Nov. 2008; Stanley Education Market Security Forum, Rochester, Dec. 2008; Started MBA in Technology Management at SUNY IT, January 2009; NE ResNet Conference, Geneseo, April 2009; SUNY CPR/AED Training, April 2009; Consilium/Cisco Virtualization Unified Computing information, Rochester, NY, May 2009; "Virtual" SUNY Technology</p>	<p>Member, NorthEast ResNet Conference Planning Committee; Member, Rochester Area College Telecommunications Group; Member, Rochester NY FBI Infragard Chapter; Member, College Judicial Affairs Committee; Member, College Senate; Member, College Senate Graduate Curriculum Committee; SUNY Geneseo/UUP Committee on Professional Evaluation; Kappa Delta Pi, International Honor Society in Education; Odyssey of the Mind Judging Official for Livingston County & NYS; Field Supervisor for directed study INTD 395 02, Spring 2009.</p>

	Conference, June 2009; Incident Command System Training, Courses 100, 200, 300 & 700; Spring 2009.	
Laura Cook	Geneseo TLC Brown Bag Online Discussions October-December, 2008; SUNY Geneseo Domestic Violence Policy Presentation, October 2008; Gold Workshop: "What Color Are You?", MacVittie Union, January 2009; Developing Performance Programs for Employees in the Professional Staff, Geneseo, February 2009; AWC, IT Woman of the Year Breakfast, Rochester, May 2009; ANGEL Learning Users Conference, Chicago, May 2009.	Member, Search Committee for Instructional Technology Coordinator, August 2008; Junior Achievement March-April 2009; Presenter, "Campus Training and Adoption" ANGEL Users Conference, May 2009.
Jim Denk	SIGUCCS Conference, Portland, OR, October, 2008; NE ResNet Conference, Geneseo, April 2009.	Host, Computer Lab Management, Keyserver and Virtualization for Buffalo State, July 2008; Presenter, "Evolution of the Classroom", SIGUCCS, October, 2008.
Joe Dolce	Camtasia Webinar, March 2009, Ed Tech Day, Ithaca, March 2009.	Senator 2007-2009, All Campus Judicial Committee.
Laurie Fox	SIGUCCS Conference, Portland, OR, October 2008; SUNY Geneseo Domestic Violence Policy Presentation, October 2008; Training for SUNY Geneseo's Web Procurement, November 2008; Developing Performance Programs for Employees in the Professional Staff, Geneseo, February 2009; NE ResNet Conference, Geneseo, April 2009.	Member, Opening Day/Move-in Committee, July/August 2008; Member, TSA Search Committee for Student & Campus Life, August-November 2008; Presenter, "Evolution of the Classroom", SIGUCCS, October 2008; Member, SEFA 2008 Planning & Action Committee, October 2008; Presenter, "Advanced Wiki Workshop", Geneseo TLC, March 2009.
Paul Jackson	Portal 2009 Conference, Gettysburg, PA, June 2009.	Chair, Lead Programmer-Analyst Search Committee, March 2009; Member, Web Content Editor Search Committee, Spring 2009; Presenter, "Geneseo Online Book Catalog", SUNYRA 2009, Tarrytown NY, June 2009.
Vanessa Karasiewicz	Training for SUNY Geneseo's Web Procurement, November 2008.	
John King	Portal 2009 Conference, Gettysburg PA, June 2009.	Presenter, Portal 2009: "In Search of the Perfect Portlet", June 2009.
Mary Lawrence		
Connie Ledermann	AIRPO Conference, Buffalo, NY, June 2009	
Linda Ludlum		Member, Lead Programmer-Analyst Search Committee, March 2009; Junior Achievement Volunteer, April-May 2009.
Bill Meyers	Society of Broadcast Engineers - Broadcast & Technology Expo, Verona, NY, October 2008; Attended training for SUNY Geneseo's Web Procurement, November, 2008; EdTOA Spring Western Regional Business Meeting & Technology Tour, SUNY Brockport, March 2009; Virtual SUNY Technology Conference, June 2009	Member, Planning Committee STC-2009; STC-2009 Liaison and Session Coordinator for EdTOA; Member, SUNY Geneseo Commencement Planning Committee; Den Leader (2007 to 2009) Cub Scout Pack 134, Rush, NY.
Craig Moscicki	VMware vSphere 4 Launch Tour, Rochester, June 2009; Rochester Area VMware User Group Meeting, Rochester, June 2009.	
Tamara Phillips	Ed Tech Day, Ithaca, NY, March 2009; "Virtual STC", June 2009.	Committee Member, Systems Analyst Search, July 2008.
Shawn Plummer	VMWorld 2008, Las Vegas, NV, September 2008; Symantec NetBackup Update, Rochester, November 2008; Training for SUNY Geneseo's Web Procurement, November 2008; Consilium/Cisco Virtualization Unified Computing information, Rochester, NY, May 2009.	Committee Member, Systems Analyst Search, July 2008.

Steve Praino	SkillPath Seminar, "Customer Service", December 2008; RRLC Training Workshop, Managing Student Employees, January 2009; GOLD Program Bronze and Silver Certificates, January–April 2009.	
Craig Ross	ASHRAE workshop on data center efficiency, May 2009; Incident Command System Training, Courses 100, 200, 300 & 700; Spring 2009.	Member, Sustainability Task Force; Member, Credit Union Board of Directors; Administrative Senator, College Senate.
Chris Sandefer		Member, Lead Programmer–Analyst Search Committee, March 2009
Marie Shero	Geneseo TLC Brown Bag Online Discussions October–December, 2008; SUNY Learning Network Online Training, November 2008; Gold Workshop: "What Color Are You?", MacVittie Union, January 2009; AWC, IT Woman of the Year Breakfast, Rochester, May 2009; ANGEL Learning Users Conference, Chicago, May 2009.	Campus Notary Public; Member, Search Committee for Instructional Technology Coordinator, August 2008; Junior Achievement March–April 2009; Presenter, "Campus Training and Adoption" ANGEL Users Conference, May 2009.
Gary Stratton		
Nikolas Varrone	Ed Tech Day, Ithaca, NY, March 2009.	2009 Geneseo Pride Award Recipient.
Gwen Wachholder	Training for SUNY Geneseo's Web Procurement, November 2008.	
David Warden	Consilium/Cisco Virtualization Unified Computing information, Rochester, May 2009.	