

## **INFORMATION TECHNOLOGY REPORT**

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### **Progress on Five Initiatives in the Current IT Strategic Plan**

#### **Strategic Initiative 1: Enhance the Security of Information Resources**

The recent audit of IT's security practices revealed the need for a program review. New requirements issued by the Virginia Information Technology Agency and the Virginia Department of Emergency Management require a new planning approach for continuity of operations and disaster recovery. Additionally, efforts by other departments at William and Mary in the areas of risk management and emergency preparedness provide an opportunity for IT to integrate and align its planning efforts with the larger College community. To date, a new project has been proposed and, pending approval, will spur a complete review of the current requirements for IT security as well as activities to ensure compliance. A Security Working Group is being assembled to complete the project and the Information Security Officer's role has been expanded to include participation on other College security and safety committees. These additional security projects were completed:

##### *SecureNet*

This project created a highly secure sub-network for faculty and staff working with sensitive College data. The network has a default deny configuration and protects the College's most mission-critical and sensitive applications and data from outside threats.

##### *VPN*

The College completed implementation of a virtual private network to allow faculty and staff to access sensitive applications and data from off campus using a secured network connection.

#### **Strategic Initiative 2: Improve Organizational Effectiveness**

The IT Project Management Office (PMO) has been operational for more than a year and several complex projects have been completed through the program's methodology. The scope and responsibility of the PMO has been reviewed periodically and refined to meet the management needs of the IT department. Over fifteen projects have been completed successfully and there are currently over fifty active projects, ranging in scope and complexity. Benefits of the program include:

- improved resource allocation
- more informed decision making
- increased end-user satisfaction
- clearer expectations and communication
- improved and expanded knowledge base and skill sets
- better project collaboration with other departments

#### **Strategic Initiative 3: Enhance and Strengthen Enterprise Systems**

Supporting Enterprise systems at William and Mary is no longer exclusive to the domains of finance, human resources, and student records. These functions, while important unto themselves, also comprise the backbone for projects that extend into the academic arena. Two

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significant projects on the enterprise systems calendar are directly related to academic support, i.e. Faculty Tracking and Undergraduate Research Data Collection. Both projects will provide data to the Provost and Deans, allowing them to make business decisions about the quality of teaching/research faculty and undergraduate research activities. Summarized by business unit, efforts in progress for enterprise systems at the College are as follows:

*Alumni Affairs/Development*

- test Advance upgrade (go-live May '08)
- test BSR Events Management System upgrade (go-live May '08)
- complete upgrade CampusCall servers to Oracle 10gR2 (go-live May '08)
- with Dean of Students and UG Admission, combine efforts to gather and store parent information

*Auxiliaries*

- began RFI/RFP process for upgrade/replacement of ID card system (go-live May '09)
- evaluate self service functions for Parking and Conference Service applications
- implement e-commerce solution (project initiation scheduled for 3rd quarter '08)
- implement eSuds interface with Blackboard Optim to allow students to view washer/dryer availability on-line (go-live June '08)
- create fail-over server for current Blackboard Optim ID Card system (go-live May '08)

*Facilities*

- implement Capital Projects module (Project delayed due to loss of key positions and unplanned changes in software technology. Go-live TBD)
- plan for FAMIS upgrade to 8iR2 (go-live Oct '09)

*Finance*

- convert Fixed Assets on the mainframe to Banner Fixed Assets (go-live July '08)
- upgrade to Banner Finance 7.4 (go-live May '08)

*Human Resources*

- develop human resources requirements for Restructuring
- implemented personal contact information update capability in Employee Self Service
- implement payroll mandatory direct deposit/on-line earnings statements (go-live June '08)
- implement the Faculty Tracking module within Banner

*Institutional Effectiveness/Assessment*

- completed on-line student teacher evaluation for the School of Education
- develop assessment functionality for the School of Business to meet their accreditation requirements (functionality will mirror that developed for SACS accreditation)

*Student*

- review use of SEVIS functionality in Banner (project initiation November '07)
- develop requirements to enhance collection and storage of undergraduate research activities in Banner (project initiation November '07)
- with Development, combine efforts to gather and store parent information
- perform pilot project to assess in-class, on-line course evaluations for spring '08 term

**COMMITTEE ON ADMINISTRATION**

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- review Law School Admission Council's ACES2 software to replace NOLIJ as interface to Banner

*Technical/General/Other*

- continue enhancements to domain accounts management system
- archive and purge historical data on the mainframe (completion June '09)
- implement new source and change management life cycle for Banner and Accounts Management System
- evaluate use of Luminis channels for Banner self service (project initiation scheduled for 3rd quarter '08)
- upgrade to Banner General 7.5 (go-live May '08)
- plan for Luminis IV upgrade (go-live October '08)
- plan for ODS 3.1 upgrade (go-live June '08)
- develop application to track software owned by institution (go-live Sept '08)
- plan for Blackboard Academic Suite upgrade to 8.0 (go-live May '08)
- plan for implementation of Banner 8 (go-live February '09)

**Strategic Initiative 4: Integrate Technology in Teaching and Learning**

Summarized within multiple initiatives, efforts in progress for the integration of technology in teaching and learning at the College are as follows:

*Development of New Lab and Classroom Models*

One goal of the myNotebook initiative is to free up space to replace general purpose labs with specialty facilities to meet needs beyond those that can be met with notebook computers. The construction of the following facilities has been completed and was funded entirely by the IT organization. Ongoing assessment is underway for each facility to maximize its use.

- Spatial Laboratory addresses the need for a classroom to teach courses involving Geographical Information Systems (GIS), AutoCad, and other graphical applications. (assessment due May 15)
- Collaborative Demonstration Classroom designed to facilitate small group projects, collaborative work, class discussion, group presentations, and myNotebook projects. (assessment due May 15)
- Washington 315, Experimental Classroom, designed for flexible reconfiguration and to serve as a "digital humanities lab." (assessment due May 15)

*Continued Expansion of the Technology Integration Program*

The Technology Integration Program continues to provide a comprehensive array of support methods that can meet the needs of the disciplines and the strengths of individual faculty members. During its inaugural year TIP sponsored the following:

*Grant-Funded Projects*

- Active Sampling Distributions in Economics (complete)
- Audio/video materials for Study of Language (in progress, due May 15)
- Building Business Intelligence through Data Mining (in progress, due May 15)
- Creating Virtual Environments for Visual Perception Research (due May 15)
- Electronic monitoring of the writing process (in progress, due May 15)

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 COMMITTEE ON ADMINISTRATION
 

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- Mellon Foundation GIS Infrastructure (new: planning phase)

## Student Fellowships

- Williamsburg Oral Histories Project (Jenna Ogden/Timothy Barnard, due May 15)
- Global Environmental Governance (Ryan Powers/Maria Ivanova, due May 15)
- Getting a Second Life: Exploring Educational Gaming (James Westmoreland/T. Davis)

## Ongoing Events and Programs

- Faculty Orientation Program (New Faculty, Teaching Project, Old Dogs)
- Swem/IT Series on Emerging Technology (Complete)
- Pilot credit classes: Digital Literacy (Literary and Cultural Studies; Modern Languages)
- Field Guide to Digital Photography (spring '08)

*Collaboration with Faculty on Individual Teaching and Research Projects*

One of TIP's primary goals has been to allocate more resources and time to projects that directly aid the teaching and research mission. Current projects that will be substantially completed during the spring semester include:

- Classical Studies Image Database Conversion (Mike Blum/Will Armstrong)
- State Governance, Education Policy, and Student Performance (Paul Manna/Will Armstrong)
- Mapping the Growth and Spread of a Colonial Population (Jim Whittenberg/Robert Nelson)
- Help Us Listen (Anne Charity/Robert K. Nelson)
- Resource Center, Principle of Separation of Church and State (James Harris/Robert Nelson)
- International Theater Research - three interrelated projects coded by Robert Nelson
  - The Williamsburg Theater Project (Arthur Knight)
  - Moscow Theater Project (Alexander Prokhorov and Elena Prokhorova)
  - Paris Cinema Project (Tim Barnard)

*Focused research in key areas of potential educational innovation*

Areas of focused research include:

- Getting More from Blackboard (ongoing)
- Mellon Grant GIS Structure (spring '08)
- Collaborative Writing (postponed until Xythos implementation)
- Personal Response Systems (Clickers) (project complete May 15)
- Assess Use of Student-Owned Computers in Science Labs (ongoing)
- Assessing Faculty Use of Tablet PC's (project complete May 15)
- Feasibility Study for Expanded Support for Apple Computers (complete)

*Creating a sustainable support infrastructure*

Support requirements for faculty and academic departments have changed dramatically in the years since the Departmental Liaison program was launched. The Academic Information Services group has begun a yearlong initiative to respond to those challenges through the following projects:

- Retrenchment of Academic Technology Specialists and Engineering positions (ongoing)
- Build ITAC as an effective faculty advisory group (ongoing)
- Adapt project management methodology for academic departments (pilot complete; phase 2)
- Redesign Equipment Service Program process (in process)

*Expand specialized "academic cyber-infrastructure"*

**COMMITTEE ON ADMINISTRATION**

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The AIS group is expanding our support to niche resources, often developed through community-source or open-source methods, to meet the specific needs of small groups of teachers and scholars. Currently the following servers, software or processes have been launched or are under active development.

**Existing Servers**

- Adapt Xythos file management to academic needs (spring semester)
- DSpace Digital Repository for Undergraduate Research (co-sponsor with Swem Library; pilot spring '08; launched)
- High Performance Computing Cluster (phase four, May 15)
- MDID digital imaging server (moving into operations)
- Opinio enterprise survey tool (moving into operations)
- Physics teaching and computing labs (Camelot Cluster: summer 2008)
- Statistics server (moving into operations)
- Streaming media deployment plan (project scheduled spring '08)

**Emerging Technologies for Review During Spring Semester**

- Desktop Video Tools
- Virginia Virtual Computer Lab project with George Mason University
- Distance Learning Tools
- Student Portfolio Tools (complete)
- Software Survey for 2008 (April)

**Strategic Initiative 5: Support a Comprehensive Web Strategy**

The College's web environment contains many components including the W&M web site, the campus portal myWM, W&M on iTunes U, and personal sites of faculty, staff, and students. Work in support of a comprehensive web strategy for the College continues; we are moving toward the integration of multiple components of the W&M web presence.

*W&M Web Redesign Project (re.web)*

With guidance from an active and committed web redesign advisory committee, the W&M web redesign (<http://www.wm.edu/reweb>) is making significant progress. Accomplishments include:

**Web Strategy Phase**

- Mason School of Business Web – planning phase

**Technology**

- Selected Hannon Hill Cascade Server for web content management. Purchase and final implementation is planned for June 2008.
- Information architecture (the organizational model for all W&M web content) is complete.

**Communication and Support**

- Presentations to campus stakeholders continue, including Arts and Sciences Faculty Meeting and IT Division Meeting in March and VIMS Advisory Board in April.
- Web Redesign Advisory Committee will:

COMMITTEE ON ADMINISTRATION

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- review and approve a business and staffing plan for the W&M Web in April
- oversee the initial launch in late July and approve a transition plan

New Design for [www.wm.edu](http://www.wm.edu)

- A new design for [www.wm.edu](http://www.wm.edu) was selected. A suite of page layouts and designs will be complete by April 30 (includes Admission, News & Events, A&S, departments, and special interest features).
- New, complementary home page designs for Law, VIMS, and Education will be finalized by May 15. A design for the Mason School of Business will follow.
- Usability testing with a pool of prospective students will be conducted in April.

*Web Communication Projects*

IT provided web communication, design, and development support for these campus projects:

- Personal web sites – WMPeople, a new tool for creating personal web pages and mini-blogs will be available for faculty, staff, students, and student organizations in late April.
- myWM – launched specialized tab for Admitted Students in March and will offer a comprehensive tab for New (enrolled) Students in May.
- myNotebook – implemented a communication plan to advise incoming students about the PC and Mac options. The myNotebook website is live -<http://www.wm.edu/mynotebook> and W&M laptop purchase sites are available for Dell and Apple.