

Information Services/Information Access Update February 2007 – July 2007

Executive Summary

Information Services continues to improve and/or expand IT services to UMKC students, faculty and staff. This summary will touch on each area of Information Services and Information Access to highlight significant achievements. In the remaining pages, each department has provided detailed lists of their accomplishments during this report period.

Networking: Progress has been made on all of our major projects. Phase 1 of the wireless network deployment was completed and we have started on Phase II. Network reliability has been improved campus wide by implementing a redundant “core” system design in every building to ensure that if one network feed is disabled, the data network will continue to operate as the other network feed takes over. Infrastructure improvements continue as we are currently working on the Bloch School of Business and have completed both the infrastructure and the voice over IP rollout in the new Health Sciences Building.

Security: We continue to improve network and computer security levels. Beyond the security scans mentioned in prior reports, we are looking into technologies to detect data leakage. This is technology that can detect the unauthorized transfer of sensitive data such as Social Security Numbers to the Internet. We are also looking at ways to better protect wireless and wired data connections on campus.

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

Educational Technology Services: With classroom maintenance as one of our top priorities, old and defective equipment has been replaced in roughly 30% of ILE classrooms. We have also had several large AV projects ranging from digital signage in University Center and Swinney Recreation Center to implementing classroom technology in the new Health Sciences Building. (IS) Project Management remains one of our top priorities. We strive to ensure that the necessary IS components of campus projects are adequately addressed during the early project phases. When necessary, we also work closely with project stakeholders to assist in the overall planning and management of projects.

Central Systems: Both server rooms (Administrative Center and Cockefair Hall) have been rewired. This improves troubleshooting and repair times and improves documentation and system inventories. The group also installed new campus web servers, Oracle Database Servers, Cold Fusion Servers and Storage Area Networks.

Information Access(IA): Efforts of the Information Access Division during the period January through June 2007 were notable for the improvements made in customer response times, despite a

steady increase in requests for service. All divisions had singular and combined successes. ITS had a 68% increase in the usage of Blackboard. IMS developed new applications for ALDP, FERPA and Peoplesoft query projects. IPS designed and constructed e-commerce sites for five different conferences which thousands of visitors to the UMKC campus registered online and attended. All Information Access Departments played roles in the implementation of Peoplesoft Student, acting as consultants and performing database and application testing and assessment services.

The following sections provide detailed information on the individual IS Divisions.



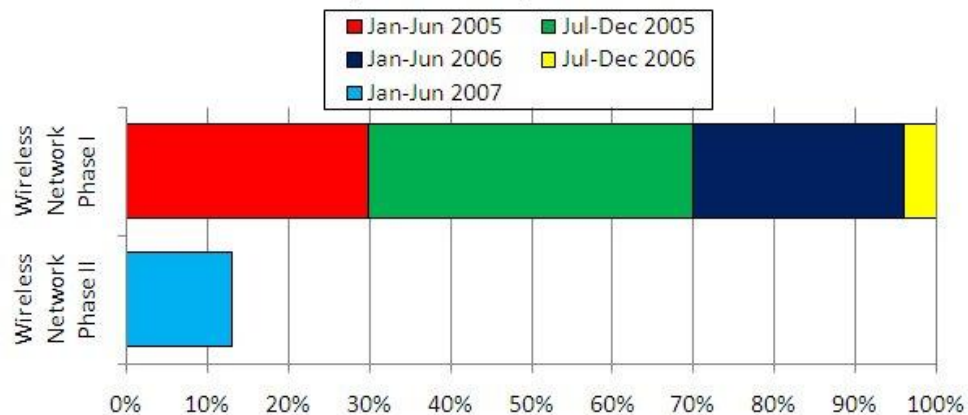
Networking & Telecommunications Update February 2007 – July 2007

Wireless Systems

- With 150 wireless access points installed campus wide in Phase I of the wireless roll out we have now started Phase II. An additional 19 units have been added to date in the following buildings: Cockefair Hall, Repertory downtown theatre, University House, 5311 Holmes, 5310 Harrison, Union Station, Swinney Rec. Center, Fine Arts and the new Health Sciences building. WLSE the Wireless LAN Solution Engine was also upgraded to the latest version and latest patches applied during this reporting period.

Previous Report	Feb/Mar/Apr 2007	May/Jun/Jul 2007	Remaining items to achieve Phase II Goals in 2007
100% Complete Phase I Phase II started	4% Complete	13% Complete Today	33% Complete Phase II
	2-Repertory down town Theatre 1-University House 1- 5311 Holmes 1- 5310 Harrison	9- Health Sciences Bld. 1-University Center 1-Fine Arts 1-Swinney Rec. Center 1-Union Station 1-Cockefair Hall	Expand coverage In Classrooms, student Study and lounge areas.

Project Completion Chart

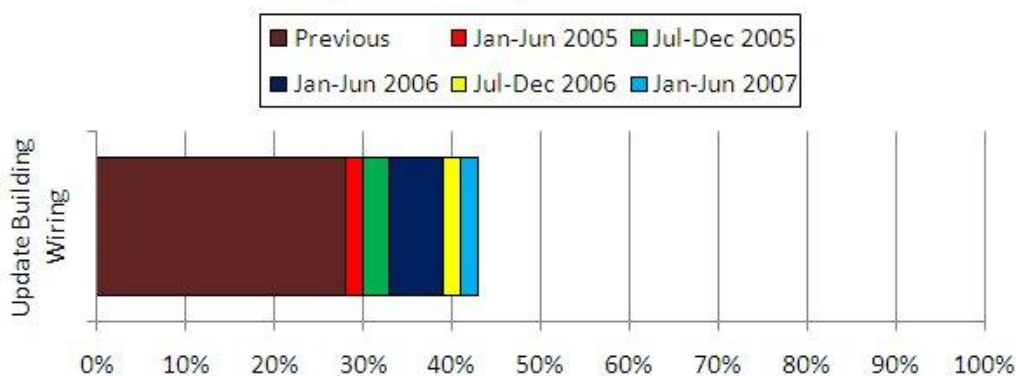


Upgrade Building Wiring Infrastructure

- We have completed infrastructure upgrades in the new Health Sciences building, Union Station and the 4th floor of the Bloch School of Business. Work is still ongoing on the other floors of the Bloch School of Business to complete the infrastructure upgrade to CAT 6 cable. We plan on moving to the School of Law next.

Previous Report	Feb/Mar/Apr 2007	May/Jun/Jul 2007	Remaining items to achieve 2007 Goals
41% Complete	42% Complete	43% Complete today	46% Complete
	Union Station	Health Sciences Building Bloch School (4 th Floor Only)	Bloch School (1,2,3 Floors) Law School

Project Completion Chart

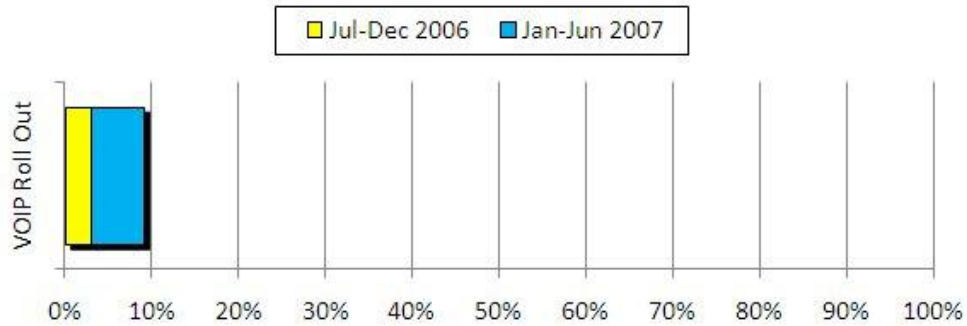


VoIP Roll Out

- We started rolling out voice over IP phones first to all of Information Services and then in the new Health Sciences building. After any issues are resolved with this group of about 400 users we will begin replacing phones building by building. Each person who currently has a campus phone will receive a new IP phone similar in functionality at no charge to the department. This is a multi-year project and the timeline for deployment will depend on budget and staffing availability. See <http://www.umkc.edu/is/nt/umkc-phone.asp> for more information.

Previous Report	Feb/Mar/Apr 2007	May/Jun/Jul 2007	Remaining items to achieve 2007 Goals
2% Complete	4% Complete	9% Complete today	15% Complete
	Information Services	Health Sciences Building	Possibly Flarsheim Hall School of Education Bloch School

Project Completion Chart

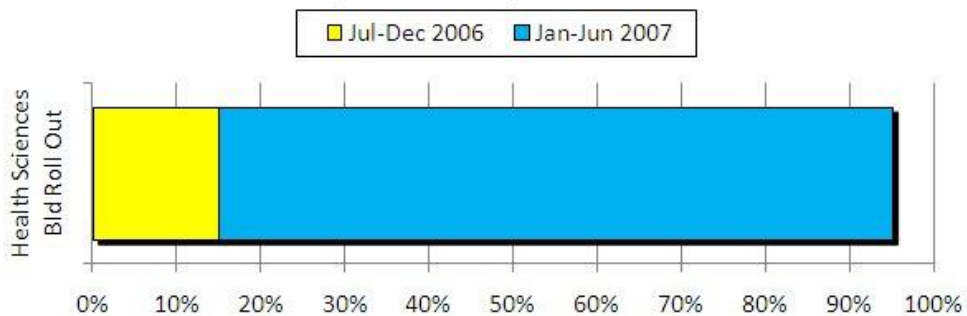


Health Sciences Building

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

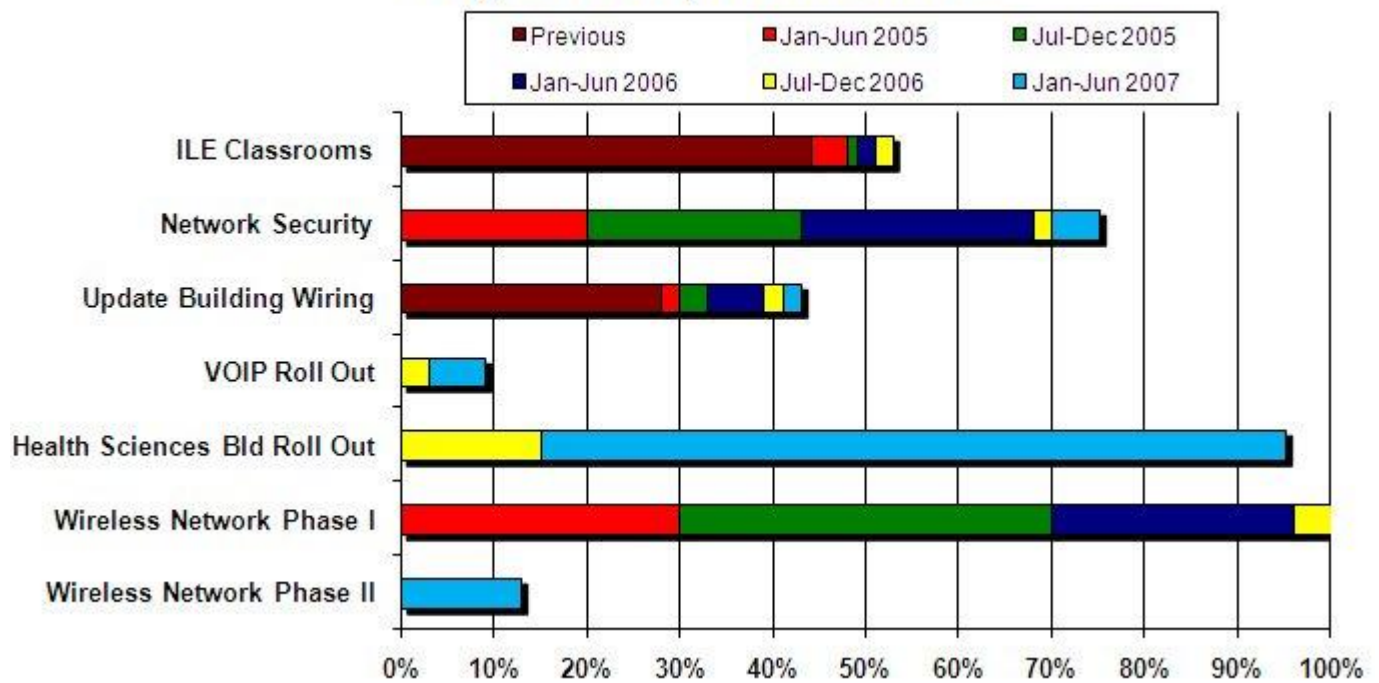
Previous Report	Feb/Mar/Apr 2007	May/Jun/Jul 2007	Remaining items to achieve 2007 Goals
0% Complete	15% Complete	95% Complete today	100% Complete
	Planning, order electronics, fiber and copper cable	Install fiber optic and copper wire infrastructures, electronics for voice and data networks, patch out and punch down cable in IT rooms, install, program and move phones	A small number of voice and data jacks

Project Completion Chart

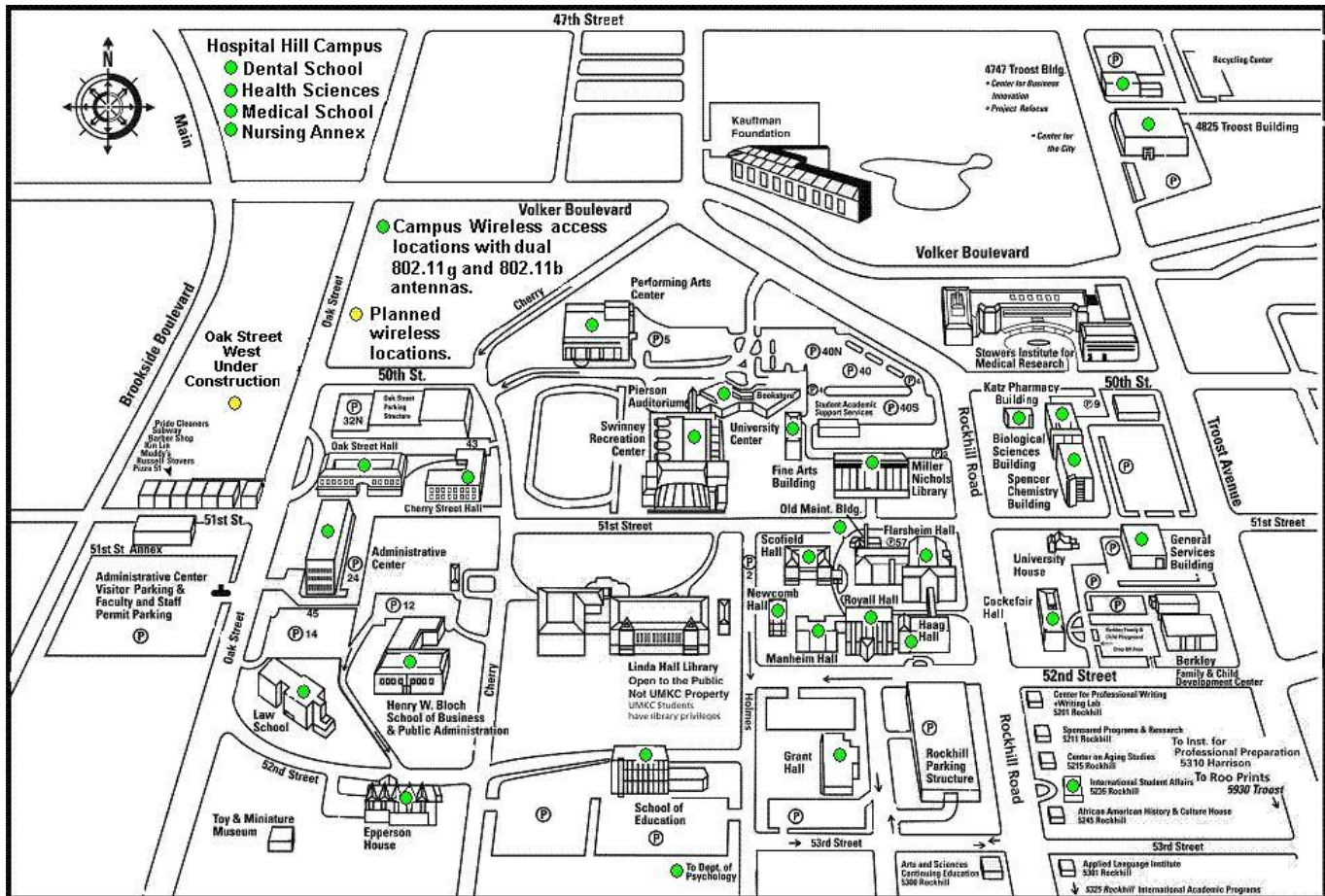


Noteworthy Items

Project Completion Chart



Wireless Coverage Map – University of Missouri-Kansas City

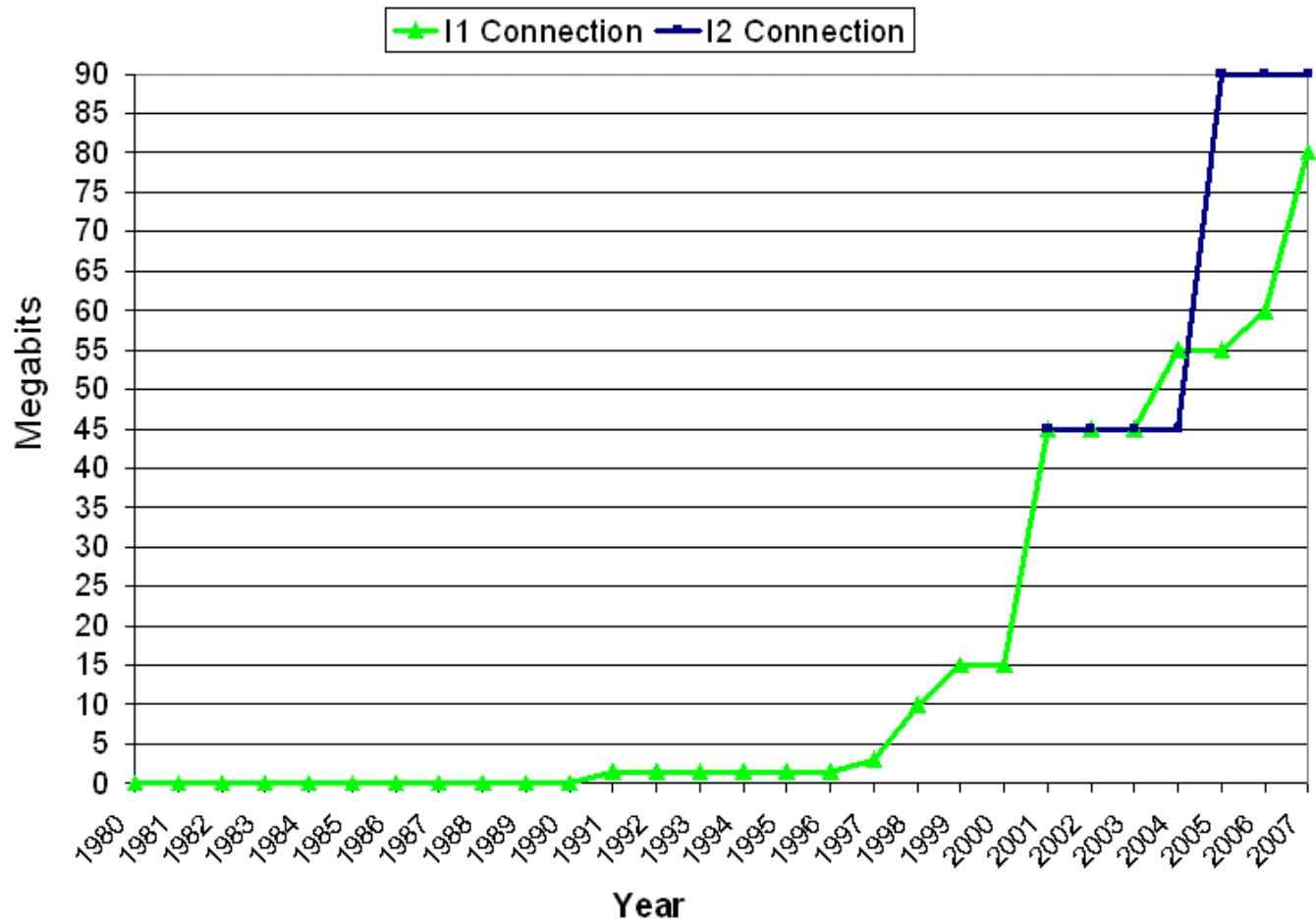


Internet Connection Upgrade

The connection speed to the Internet (I1) was upgraded to 80M during this reporting period.

Information
Services

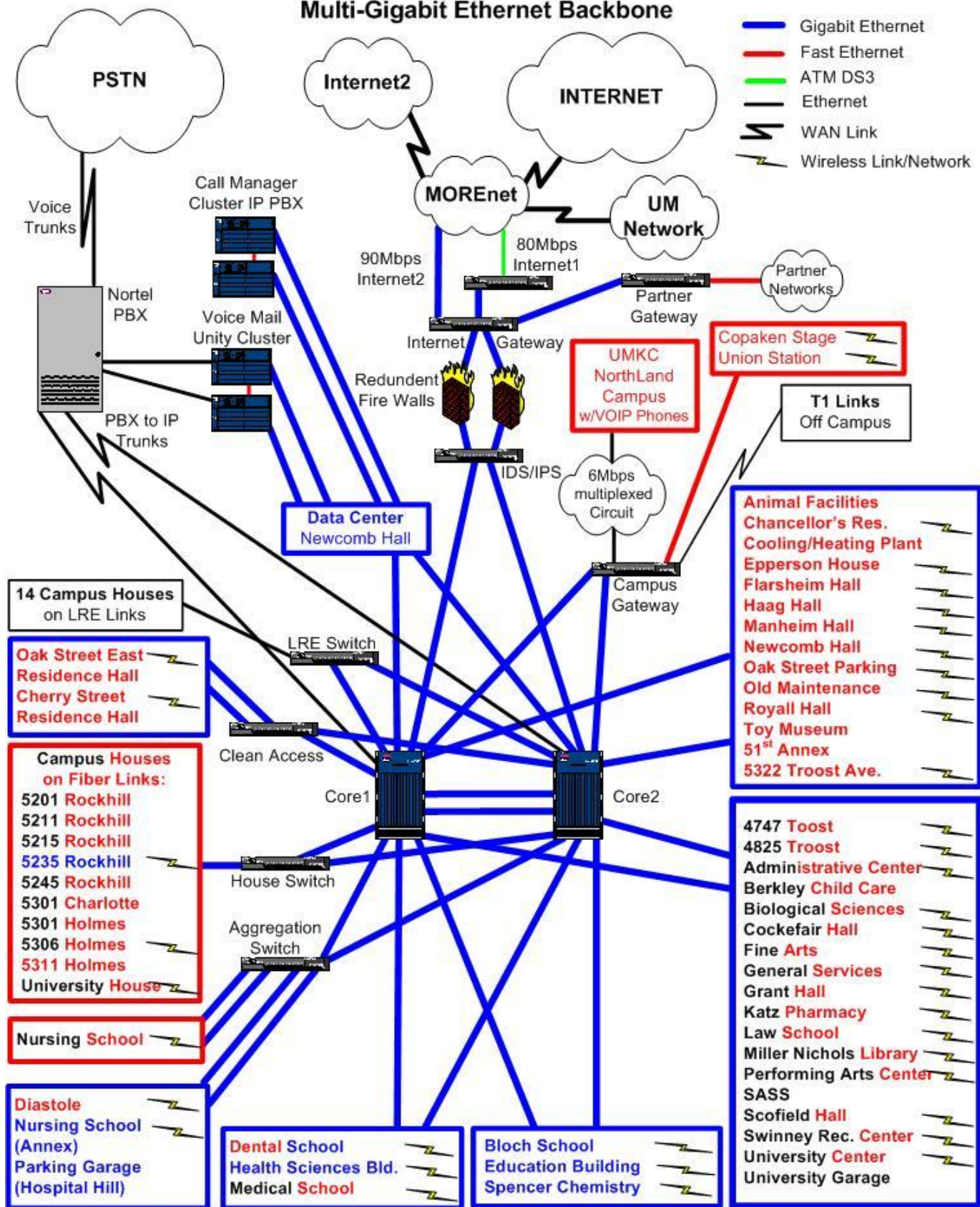
Internet 1 and 2 Connection Speeds



UMKCnet

Multi-Gigabit Ethernet Backbone

Rev. July, 2007



Cellular Phone Activity

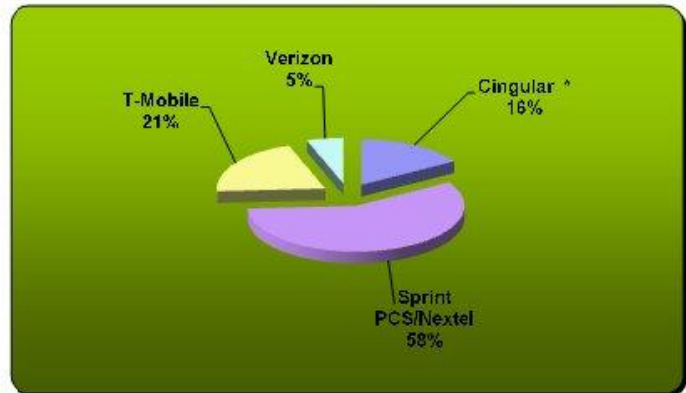
- Wireless phones in use at UMKC. This chart shows the current number of cellular systems in use for FY 06-07.

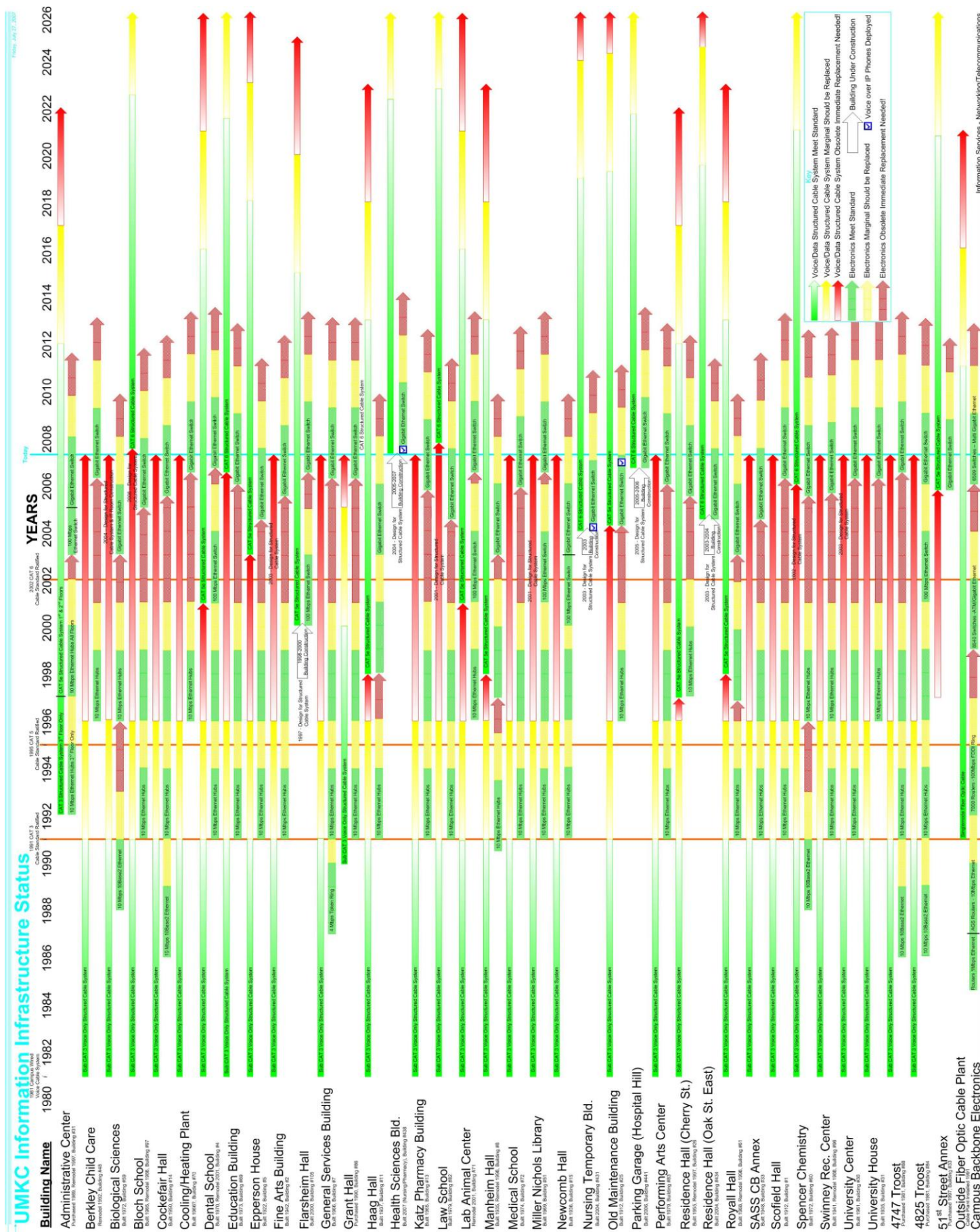
UMKC WIRELESS INVENTORY

Vendor	Count	Average Monthly Recurring	Average Monthly Costs	TYPES					
				PDA	Blackberry	Wireless Modem	Smartphone	TwoWay	ReadyLink
Cingular *	48	\$ 3,317	\$ 3,729	26	2				
Sprint PCS/Nextel	169	\$ 8,477	\$ 9,030	67		18	3	37	7
T-Mobile	60	\$ 2,687	\$ 3,539	38		1			
Verizon	16	\$ 941	\$ 1,189	8		6			
*Cingular Sync	2	\$ 30	\$ 30						
	293	\$ 15,453	\$ 17,517	139	2	25	3	37	7

Actual FY 06-07 Wireless Costs

\$ 210,203





Detailed Accomplishments

Networking/Telecommunications project update

1. Internet connection speed increased from 70M to 80M.
2. Networking & Telecommunication staff attend over 700 hours of training during this reporting period.
3. Installed 19 additional wireless access points across campus. Some of the buildings included the new Health Sciences building, Cockefair Hall, University Center, Fine Arts, Swinney Rec. Center.
4. Upgraded the operating systems on over 200 network devices with the latest security patches and updates.
5. Staff member served as the campus building liaison representative.
6. Upgraded Residence Halls Clean Access servers from 4.0.2 to 4.1.2 with the latest patches and updates.
7. Upgraded Wireless LAN Solution Engine (WLSE) with the latest patches and updates.
8. Completed over 523 adds, moves and changes on voice and data networks.
9. Tom Tasset passed the Cisco Certified Network Associate (CCNA) exam.
10. Responded to, solved and closed over 224 trouble tickets recoded in Remedy.
11. Installed over 250 Voice over IP phones.
12. David Johnston presented papers on Infrastructure Management at both the MOREnet HELIX conference and the Great Plains Network conference.
13. Processed over 2.4 million calls through voice systems.
14. Staff member served on the campus recycle program committee.
15. Upgraded the operating system on all wireless access points (169) with the latest patches and updates.
16. Upgrades to Unity voice mail servers to the latest version and patches.
17. Marked University buried cable plant locations around campus over 15 times during this report period.
18. Staff member served on the MOREnet Next Generation Network committee.
19. Installed new buried conduit to Diastole.
20. Installed new buried conduit into Hospital Hill Parking Garage.
21. Repaired cable cut (by a contractor) to Cherry Street Residence Hall.
22. Replaced old 5509 switches at Dental School.
23. Replaced 5 phones hit by lighting at Berkley Day Care Center.
24. Added network switch to University House.
25. Upgraded IP PBX Call Manager from 4.2.1 to 4.2.3
26. Added additional network equipment in Katz Pharmacy building.
27. Installed network switch in Western Missouri Mental Health leased space.
28. Hosted Hernden Center Job Shadow program students.
29. Patched all Network systems for day light savings time change.
30. Upgraded IPCC call handling system to 4.05.
31. Implemented Multicast on UMKCnet.
32. Staff member served on the Student Union Building committee.
33. Pulled network equipment from Printing Services building.
34. Attached Union Station to UMKCnet.
35. Installed IP call accounting system.
36. Installed VoIP 911 notification system to Campus Police.
37. Installed voice and data to Oak Street West contractors.
38. Demonstrated IP phones at the IS Open House.
39. George Koffler coauthored a network paper with Dr. Choi.
40. Finish 4th floor infrastructure upgrades in the Bloch School of business.
41. Renewed Linda Hall Library network connection agreement.
42. Quality of Service (QOS) turned on campus network in support of VOIP roll out.
43. Jim Schonemann attended the Educause Institute Management Program.
44. Replaced failed network switch at 4825 Troost.

Educational Technology Services Update February 2007 – July 2007

Classroom Technology Services

Classroom Technology Services (CTS) develops, implements, and maintains teaching and learning environments. CTS provides a variety of Audio/Visual and support services. CTS builds, programs, installs, and maintain ILE Classrooms and conference rooms. Training of Faculty, staff, and other end-users on the ILE System is available to individuals or small groups. CTS provides direct AV support for all schools that contract IS for their support needs. Check out of A/V equipment to Faculty, staff, and students is a service provided by CTS as equipment is available. CTS installs and maintains the NetBotz surveillance systems on campus and manages other special projects.

ILE Classrooms

1. Full upgrade of equipment in Bloch 012
2. New RFB for ILE Classroom Equipment: Awarded to KCAV
3. HSB 1 Project started
 - Initial plans for 17 rooms equipped with AV equipment
 - a. Planning Meetings
 - b. Equipment Research
 - c. Collaboration with MTS, CFM, SON, and SOP



HSB 4301 on March 30th, 2007

4. Meeting Manager hardware and software implementation completed

Audio Visual Projects

5. University Center AV Project completed
 - Lower Level
 - 5 satellite-fed 40" LCD Monitors with Audio
 - 2 Scala/computer driven 40" LCD Monitors with Audio
 -

- Upper Level
 - 1 Satellite-fed 40" LCD Monitor with Audio
 - 1 Scala/computer driven 40" LCD Monitor with Audio
 - 1 Scala/computer driven 52" LCD Monitor with Audio
 - 3 Internet/E-mail kiosk computer stations



6. Swinney Recreation Center AV Project completed

- Aerobics Area
 - 11 Satellite-fed 40" LCD Monitors with FM Audio
- Control Room / Locker Room Entrances
 - 3 Scala/computer driven 32" LCD Monitors



7. Installation of Polycom VC system for Chancellor's Office

- VSX 7000e video codec with VTX 1000 audio
- Satellite-fed 40" LCD High Definition TV



8. Installation of Tandberg VC system for Chancellor's Office
 - Tandberg Centric 1000 MXP – A completely integrated desktop system including camera, 12.1" LCD screen, speakers, cables and microphone
9. Epperson House Room 206 Project completed
 - Consultation for projector and audio system
10. Networking and Telecomm Conference Room Project completed
 - LCD Projector and laptop connections
11. Podcast Committee
 - Technical evaluation of Tegrity and Wimba product
 - Design add-on package for ILE rooms for Tegrity pilot
12. GSB/CFM Conference Room completed
 - Completely integrated Full ILE system
13. 4825 Student Health Services LCD Project quoted
 - Scala/computer driven 26" LCD TV
 - *Pending ceiling abatement by CFM*
14. UC Student Health Services Project quoted
 - Scala/computer driven 52" LCD High Definition TV
 - LCD Projector
 - Small PA Audio system
15. Art & Art History Scala Project quoted
 - Scala/computer driven LCD(s)
16. SOE 34 AV Project quoted – *Tegrity Pilot Project Room*
 - Partial ILE Classroom
 - Small PA Audio system
 - Wireless Lapel Microphone
17. Union Station AV Project quoted
 - Dual LCD Projectors
 - 2 external 26" LCD Monitors
 - System can be divided into 2 separate smaller "rooms"
18. SAS Conference Room completed
 - LCD projector
 - DVD/VCR
 - Small PA Audio system
19. AC Financial Aid Training Room completed
 - Completely integrated Full ILE system
20. UMKC Police Department Squad Room quoted
 - Completely integrated Full ILE system
21. Haag Hall 314 Computer Lab quoted
 - LCD Projector and laptop connections

Maintenance and Support

22. Winter break projector and equipment maintenance completed
23. Summer break projector and equipment maintenance completed
24. Replaced equipment in HH 301, KP 301, CH 104, LS 02, LS 05, GH 314, ED 115, FH 310, Med TH A, AC Brookside, AC Plaza, HH 312, RH 305, RH 404, ED 033, NM 111, KP 301, LS 04, FH 261, HH312, HH 302, ED 118, HH 313, SH 207
25. AMX Meeting Manager software/hardware upgrades completed
26. Purchased *InterMapper* software to improve security of ILE Classroom equipment by collaborating with Networking and Telecomm
27. WRP installation in ILE Classrooms
28. Repaired flood damage to CH 104
29. Revised projector placement in AC Brookside to adjust image size
30. Reconfigured LS 02 and 05 to utilize additional data lines
31. Resolved numerous AR trouble tickets for ILE Classrooms

NetBotz

32. Upgrade old model 310 cameras to Model 500 color units
33. Attended APC/NetBotz webinar regarding new firmware and software

Research and Design

34. Met with Chancellor's Office to plan VC system implementation
35. Met with Networking and Telecom to plan conference room installation
36. Met with GSB/CFM to plan conference room installation
37. Met with Student Health Services to plan installations at 4825 Troost & UC
38. Met with Sterling Digital to discuss Digital Signage installation at UC
39. Met with Registrar's to plan conference room installation
40. Met with Conservatory of Music to technology needs
41. Met with A&S to plan HH314 Computer Lab installation
42. Testing/Evaluation of LifeSize HD Video Conferencing unit with MTS
43. Met with both the School of Nursing and School of Pharmacy to begin planning of ILE Classroom and AV needs for the new HSB
44. Tour of Law School Courtroom to view AV equipment
45. Nexia and Kramer equipment research and serial control software written
46. Sharp LCD demonstration at KCAV
47. Met with Art & Art History for discuss digital signage
48. MediaSite Demonstration
49. Tegrity Demonstration
50. Met with SOE to plan AV system for room 34 and Union Station Meeting room

Training

51. MSSU visit w/ Dr. Spurlin and group for tour of CTS and MTS
52. Disciplinary Training for IS Managers
53. Supervisory Training Sessions from UMKC Human Resources
54. Managerial Appraisal Training
55. EduCause 2007 Southwest Regional Conference in Austin, TX
56. Webinar – Demystifying AV Planning
57. InterMapper Training with Networking and Telecomm
58. EduComm/InfoComm 2007 Conference in Anaheim, CA
59. Individual and small group training sessions provided to Faculty on the use of an ILE Classroom

Personnel

60. Two Part-time Audio Visual Technicians hired to assist with AV Projects
61. Work interruption from roof leak in OMB 11

IS Project Management

With all of UMKC's new construction projects and general Information Services (IS) projects increasing each year, our need for a Project Management Office (PMO) becomes more evident. There are many projects varying from large projects affecting multiple departments to small internal projects affecting one or two IS departments. This service will ensure that IS is adequately involved in any project with an IS component from the early stages as well as ensure that all management within IS is kept up-to-date on what is going on with projects they are involved in.

In working towards developing a Project Management Office, Justin Guggenmos has agreed to add Project Management duties to his roles and responsibilities going forward. Justin will work with the Directors of Information Services on projects, where Project Management is necessary. As the project load increases, additional Project Management staff can be added to supplement this load.

Below is a list of the projects that have requires IS Project Management this quarter:

Roo Prints Project

UMKC contracted Ricoh Business Systems to outsource the management of the Roo Prints Copy Service Centers. This agreement included replacing all existing copiers and PCs with new networked equipment, Installation of specialized software on PCs with support agreement, and the renovation of three existing print shops located in the Law Library, Royal Hall and Dental school.

School of Medicine Camera Conversion Project

UMKC awarded the bid for this project to APEX Technology Solutions. This project consisted of converting existing analog cameras at the School of Medicine to an IP addressable digital signal for transmitting video signals to a network video recorder. This solution allowed off-site observation of the cameras from the UMKC Police substation located at the new Hospital Hill Parking Garage as well as the main UMKC Police Dispatch office located at 4825 Troost.

RuffaloCody Project

UMKC was seeking a firm to provide on-campus, a comprehensive telephone fundraising program. UMKC ended up selecting RuffaloCody for these services. RuffaloCody will assist in managing a 12-month telemarketing plan by segmenting our alumni and constituent data; recruiting and training UMKC student callers and managing implementation of the telemarketing plan; and reporting on telemarketing activities at the end of each fiscal year.

CBORD – One Card Project

The proposed One-Card System will serve as the official UMKC identification card, and provide building security and access, meal plan management for residence hall students, and utilize cashless convenience for campus based services (vending, laundry, photocopying, Athletics, Bookstore, Swinney Rec Center, Ticket Office, etc.). The card will also be marketed to faculty and staff for increased revenue opportunities. The food Services/Vending phase of this project is slated for August 07.

Project Portfolio Management (PPM) Project

Project Management representatives from each UM campus formed a committee to evaluate PPM Software. The Committee's charge is to look for a PPM Software that will help streamline project management, optimize resource utilization and precisely account for costs and revenue across your projects and workforce. The software should also leverage your existing software investments and adapt to your structures and processes to automate time and expense tracking, cost and revenue accounting, workforce planning, as well as other project and workforce related processes. The RFP for this software will go out mid August.

Central Systems Update February 2007 – July 2007

Server Group

Exchange

1. Exchange brick-level backups now done by Netbackup
2. Research on Exchange recovery with recovery storage groups
3. Server repurposed as Exchange Recovery server for use in restoring Exchange data lost beyond the Dumpster retention window of 30 days
4. Exchange Daylight savings patches and manual per-mailbox fixes implemented in early March

Infrastructure Support

5. Update process for Windows 2003 server Service Pack 2 was started.
6. Installation and setup of web development server for programming and coding of web pages as a staging before production.
7. Consolidation of Netbotz environmental surveillance system server storage to two locations.
8. Increased the Netbotz surveillance system storage capacity from 4TB to 10 TB of Vtrak storage. This allows approximately 30 days of clip storage with the present number of cameras.
9. Coordinated with Miller Nichols staff on the move of their web site from the campus server to a server managed by MNL staff.
10. The IS student account password reset web application was succeeded by UM's Peoplesoft student self-recovery password application and the web links were redirected to the proper location.
11. Installed new profile servers (primary and backup/secondary), home directories DFS-replicated, profiles robocopied nightly
12. Implemented Netbackup (utilizing disk->disk->tape) to replace Backup Exec (Worked with Pat to obtain correct number of licenses for all our servers)
13. Installed an additional vtrak for Central Systems' use (used by Netbackup)
14. Reorganized drives from kc-iscs-stor2 to PV220S array for more Netbackup storage (for Exchange brick-level) and rebuilt kc-iscs-stor2
15. Finished configuration and implementation of SSO server for the campus portal
16. Installed test OWA forms-based authentication server (another BB system reused)
17. Webserver failure in February – moved web services to webmain3 while resurrecting webmain1; also established webroot replica on webmain2
18. Kc-websql1 failure in June from losing two disks at the same time – restored system and databases from backups (Netbackup). Some database reassembly was required.
19. Gathered data for January 2nd records retention request (tapes still on hold)
20. Setup old SAN equipment at AC – One Brocade switch now used for tape library; Resurrection in progress for SAN, itself
21. Backup testing on Microsoft Data Protection Manager V2 Beta 1 – using Exchange and kc-files servers as test platform.
22. Setup Longhorn Beta 3 on a VM on our test server
23. Re-initiated the former kcsql2 role on a virtual machine, kc-issrv-kcora3
24. Upgraded RAM in KCORA4 to 4GB from 2GB – response
25. Extensive testing/troubleshooting and working with Desktop Support and Networking on Appointments Pro for Student Clinic
26. SP2 for Server 2003 testing/installations

27. Rebuilt kc-issw-webapps after attempts to expand the RAID partition on it failed. Data was recoverable, but System State was not. Support services staff to rebuild after installation of a new 64-bit OS and restored the data.
28. Installed new SMS server on new quad-core PE2950 server for Enterprise Management team
29. Rebuilt a server for use as UMAC-DC05 and handed management of it off to UM System.
30. A server was repurposed as a test server for secondary Netbackup library configurations
31. Secured Lenel by removing expired users and more accurately restricting access to existing users.
32. Manually replaced and restored permissions on the main web server after the FrontPage permissions failed to restore.
33. Created accounts and mailboxes for all of the students in the Upward Bound program.

E-Learning Support

1. Planning and preparation for the Tegrity podcasting server.
2. Blackboard support operations such as database mining when looking for user activities.
3. Offsite storage server in place and NFS-shared to KC's Blackboard instance for archiving

Departmental Application and Server Support

1. Information Services' self-help server (RightAnswers Knowledge Base) was setup and installation.
2. Oracle database server for High School College Program upgraded from 9i to 10g. This server will also host the VSI program.
3. Information Services classrooms and computer labs surveillance Netbotz system was upgraded to version 4.1.
4. Installation and setup of Sawmill web statistical software and server for University Communication department.
5. Transitioned AdAstra from local MSSQL database to PeopleSoft Oracle database.
6. Moved AdAstra web site over to the new Oracle-backed site.
7. Upgraded AdAstra server software and all client software.
8. Installed hotfix for Lenel server software, client software and LNVRs.
9. Upgraded TutorTrac to version 3.0.
10. Transitioned daily General Ledger financial feed (from ECSI) from our servers and a manual FTP upload to UM servers and an automatic upload.
11. Installed QuickBooks POS server software and client software for the Toy & Miniature Museum.
12. Upgraded Meeting Manager to version 3, but restored it to version 2 when the licensing dongle was not read properly.
13. Created an FTP upload site for Multimedia Technology.
14. A server repurposed as "Paper Tiger" server for Provost's office

Programming/Database Group

Database Support

UM Mainframe Access Services:

1. Mainframe consulting.
 - a. Assist IS Support Services' User Support Analyst with ISPF message interpretation and action.
 - b. Did 2 reports of CICS2 accounts which were used to build a list of CICS2 users for Registration and Records use.

UMKC Database Administration Services:

2. Oracle applications (database and web) support.
 - a. Migrate & upgrade SCE teaching database from Oracle9i to Oracle10gR2.
 - b. Set up test account for SCE Computer Lab Technician on ROOTDB.KCORA3 –and- provide with TNSNAMES.ORA entry to be installed on all lab machines.

- c. KCORA4 shared database server for multi-application processing
 - i. Process application developers' database access privileges requests (Registrar, UMKC Institutional Research, HR Dept, Information Services)
 - ii. Remove recurring 2 minute test DBMS_JOB #11504 from KCDW2.KCORA4 for UMKC Institution Research Programmer Analyst.
 - iii. Coordinate with Central Services server group's KCORA4 server memory upgrade
 - iv. Modify OPEN_LINKS and OPEN_LINKS_PER_INSTANCE from 4 to 10 to address Information Access department problem of jobs requiring large number of concurrent database links.
- d. Consolidate all campus production OHS (Oracle HTTP Server) web servers into a single OHS web server on KCORA4 for Central Systems management.
- e. Oracle Server application infrastructures:
 - i. REGISTRAR_GRADEREPORT schema, tablespace & web access on KCDW2.kCORA4 for Information Access Programmer Analyst
 - ii. DLUPDATER schema on KCORA4 for Central Systems Programmer Analyst
 - iii. VSI_HIGHSCHOOL_PS on KCORA5 for Information Access Programmer Analyst with OHS web access.
 - iv. Migrate HSCP database application from KCORA4 to KC-ISSRV-KCORA2 for Information Access Programmer Analyst.
 - v. Migrate VSI_HIGHSCHOOL application to KC-ISSRV-KCORA2 as part of server consolidation effort by Information Access department.
 - vi. STAFF_DEVELOPER schema & tablespace and OHS web connectivity for Information Access Programmer Analyst on KCORA4.
 - vii. Grant SCHEDULER_ADMIN Oracle role to KCORA4 SNAPSHOT schema for Information Access Programmer Analyst.
 - viii. Grant execute privilege on Oracle DBMS_METADATA packages to KCORA4 SNAPSHOT schema for Information Access Programmer Analyst
 - ix. Install KCORA4 schema BLACKBOARD & OHS web access for Information Access department
 - x. Create & populate HSCP_PS schema on KCORA4 with production HSCP schema objects for Information Access department.
 - xi. Remove "pls/grdrpt" web access descriptor from KCORA4 OHS for Information Access department.
 - xii.

3. Database Consulting

- a. Work with Information Access and Columbia to resolve Blackboard application connectivity problems associated with HRRPT89 data warehouse server. Also setup privileges for Information Access department Programmer Analyst to be the same as Information Services Programmer Analyst Blackboard application privileges.
- b. Consult with Networking & Telecommunications Manager of Network Services –and- Central Systems' Systems Support Analyst regarding underlying O/S data files for MOST (call accounting) database
- c. Assist Student Financial Aid Assistant Director in establishing connectivity between ADAstra application on KCORA4 and UMKC_ADAstra on SAPRD89K on UMSL server.
- d. Work with Assistant Registrar and Information Access Director to resolve problem with ADAstra batch import process.
- e. Participate in Oracle Joint Execution Plan studying university wide use and needs of Oracle database products and architecture convened by Oracle under sponsorship of UM Systems.
- f. Collaborate with Central Systems' Systems Support Analyst to address Linux job scheduling inaccuracy following early DST implementation via the federal government.
- g. Collaborate with Information Access Programmer Analyst and AAITSERV Database Administrator to resolve problem ORA-1555 Snapshot Too Old message experienced by long running procedure while accessing data from Columbia SIS data warehouse server.
- h. Consult with Alumni Advancement Programmer Analyst to recover access to stored procedures owned by predecessor's personal schema on KCORA4.

4. DBA operational activity
 - a. On-going administration and monitoring of application databases – including performance configuration parameters, Oracle network parameters, and timely archival of redo log files for enabling forward recovery from database backups. (Information Services)
 - b. Manage disk space usage of database servers' tablespaces. (Information Services, HR Dept, Arts & Sciences, Alumni Development, SCE BioInfo, CORE BT application for Cashiers, and KCORA4 for Information Services, HR Dept, UMKC Institutional Research, Info Access Dept – and- Electronic Communications Dept of Academic Affairs)
 - c. Maintain capability for Oracle objects, Oracle schemas, emergency Oracle databases recoverability, and database migrations via Oracle exports.
 - d. Process ad-hoc requests for various types of object recoveries and forced session terminations. (Information Services, HR Dept, UMKC Institutional Research)
 - e. Administer role UMKC_CSAR_ALL accesses to UMDW UMKC_CSAR schema on behalf of UMKC Cashiers Office.
 - f. Advise Senior Accountant in Cashiers Office of existence of UMDW PURGED_DETAIL table under UMKC_CSAR schema
 - g. Collaborate with Central Systems System Administrator to resolve problem with failing Windows databases scheduled tasks.
5. DBA server support activity
 - a. Release operational responsibility of CAMP.KC-ISCS-CALL1 (Smart Call Server) to Ruffalo Cody for Alumni Development department
 - b. Process application developers' requests to verify operational status / take corrective action of database servers, TNS Listeners, and Oracle HTTP Server. (Information Services, HR Dept, UMKC Institutional Research, Registrar, Alumni Development, Info Access Dept of VC for Academic Affairs, Dept of Electronic Communications of VC for Academic Affairs)
6. Professional Development/Education (Information Services)
 - a. Review LazyDBA discussion group in order to obtain current knowledge of industry-wide Oracle problems and resolutions.
 - b. Monitor various computer security internet discussion lists & technical publications to stay abreast of current security issues & tactical activities.
 - c. Research how to create (and search via SQL) an Oracle external table definition for the Oracle alert log file
 - d. Research functioning of Oracle analytical functions LEAD and LAG.

Resource Access Control Facility (RACF mainframe security) Operations:

1. User-id directory maintenance. (Registrar, UMKC Institutional Research, UMKC Cashiering, HR Dept.)
2. MoCode mainframe access accounting. (Registrar, UMKC Institutional Research, UMKC Cashiering)
3. Assist UM Bookstore staff in procedure of recovering accidentally cleared CICS screen
4. Assist in RACF Directory clean-up initiated by UM Helpdesk Security Officer
5. Re-establish KK04567 TSGCICS2 RACF group profile for Registration & Records
6. Verify that 3270 terminal communications via HOD is encrypted for Information Services Security Group System Support Analyst.

Exchange Support:

1. Created special distribution lists.
2. Continued maintenance of faculty, staff, and student distribution lists.

Application Support:

1. Staff Voting System: Modified the online Staff Voting system. Redefined voting eligibility. Analyzed and identified how to get the desired result. Changed the query to accommodate Better look and feel, and improved the candidate information entry process. Implemented email notification that a person's ballot had been cast.
2. Faculty/Staff Lookup: Various "tweaks" to Faculty/Staff Lookup feed was done. Excluded FERPA student employees and discontinued getting the Federal ID Number. Added CSD tables to faculty_staff lookup which are refreshed daily.
3. Student Voting System: Overall some modifications and updates were made. Helped with 2007 Court Warming election which used the Online Voting System. Helped with 2007 Student Staff Council election which used the Online Voting System. Helped with 2007 SGA Executive Council election which used the Online Voting System. Helped with 2007 Student Union Referendum Online Voting System. Some tweaking was done to allow for the much larger text area for issues and choices. Supplied SGA with a voter profile of the Student Union Referendum. Changed the query in refresh_students procedure which populates the STUDENTS table the Online Student Voting Application uses to get information from SIS Peoplesoft tables.
4. Termination Reports: Started the weekly reports based on the HR termination reports. This is to identify those who should not be removed from Exchange, such as current students, re-hires, and people with special accounts. weekly report of Unity users who are to be deleted are sent to Networking and Telecommunication. Modifications to the program, tables, and overall process continued throughout this period. Identified those who had no AD mailbox.
5. Perform enhancements to Travel Grant system (ETGS).
6. Created an ILE Class Room report.
7. Addressing Services: Made programming changes to the Addressing Services system that eliminated a manual process. This eliminated human interaction errors with that particular part of the process.
8. Conversion to SIS Peoplesoft: There was much interaction within IS and other departments in identifying how Peoplesoft information is used for existing, applications, programs, and systems, as well as new projects. Overall modifications were made to programs and tables to exclude individual federal ID numbers.
9. Rewrote all student queries to ACCESS the new student Pathway system. This includes the application that creates class emails.
10. Rewrote application to Print Admit SSO Forms for the admission office that uses admissions data from the Pathway system.

Academic Research

1. Took over administration of Tru64 systems from a retiring staff member.
2. Upgraded hardware for peanut MOSIX cluster from GX110s to GX260s.
3. Updated Rocks cluster to Rocks 4.2.1
4. Rocks cluster: replaced cpu fans in all compute nodes. Upgraded NICs in both clusters from 100 Mbs to Gigabit since ports on the public switch are now Gigabit.
5. Reconfigured Samba on the life sciences server to: use a more stable domain controller; and allow all campus IP addrs. (After Hospital hill office/lab moves, they are now using 10.x.x.x IPs)
6. Began planning for the shutdown of the VMS systems. This also entailed planning and research to move a faculty member's research data to a different system.
7. Attended GPN Grid Workshop in Lawrence, KS, Feb. 2007
8. Attended GPN Meeting in KC, 5/2007, including sessions on Open Science Grid, Globus and Shibolet
9. Taking part in GPN middleware and technical phone conferences; as well as UM Research Computing teleconferences (all bi-weekly)

Life Sciences Support:

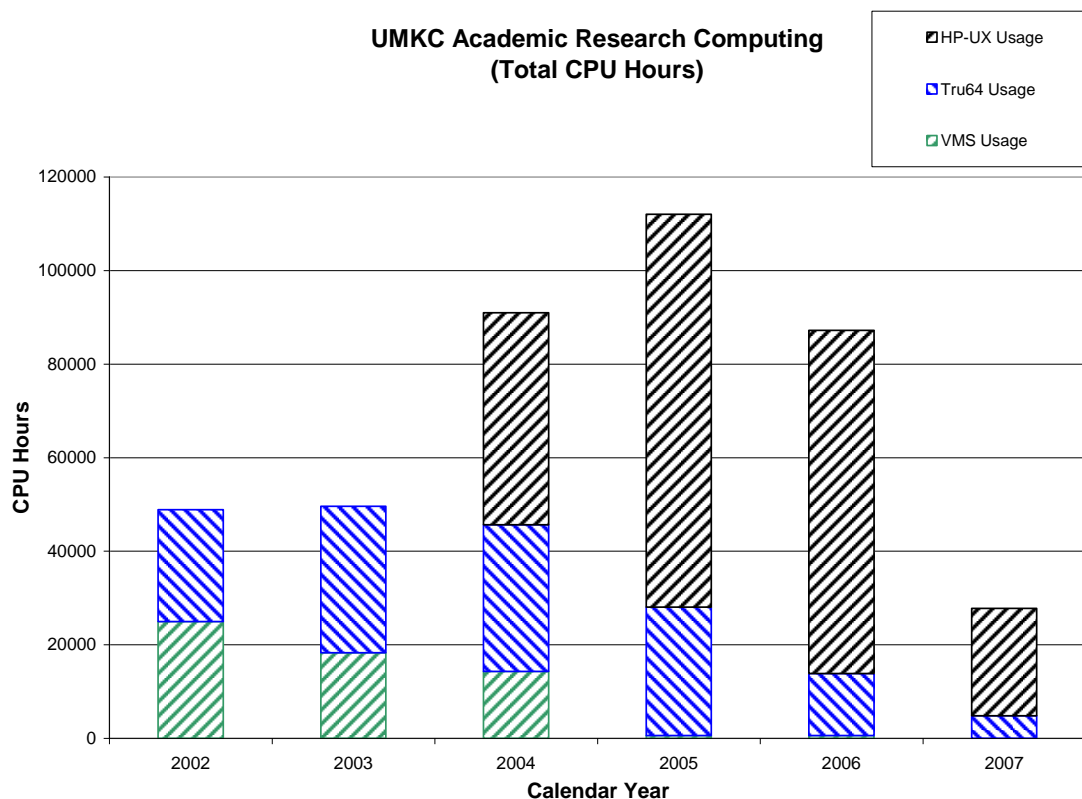
School of Biological Sciences faculty and laboratories:

1. Installed and updated software packages for X-ray Crystallography.
2. Assisting genomics research lab in selecting an external E-SATA storage system.
3. Assisted NMR lab with configuring Linux on dual quad-core Mac.
4. Repaired a Tru64 Alpha system in X-ray Crystallography running by using parts from an Alpha retired from Electron Microscopy lab.
5. Archived data in Electron Microscopy lab to DVDs.

Shool of Medicine:

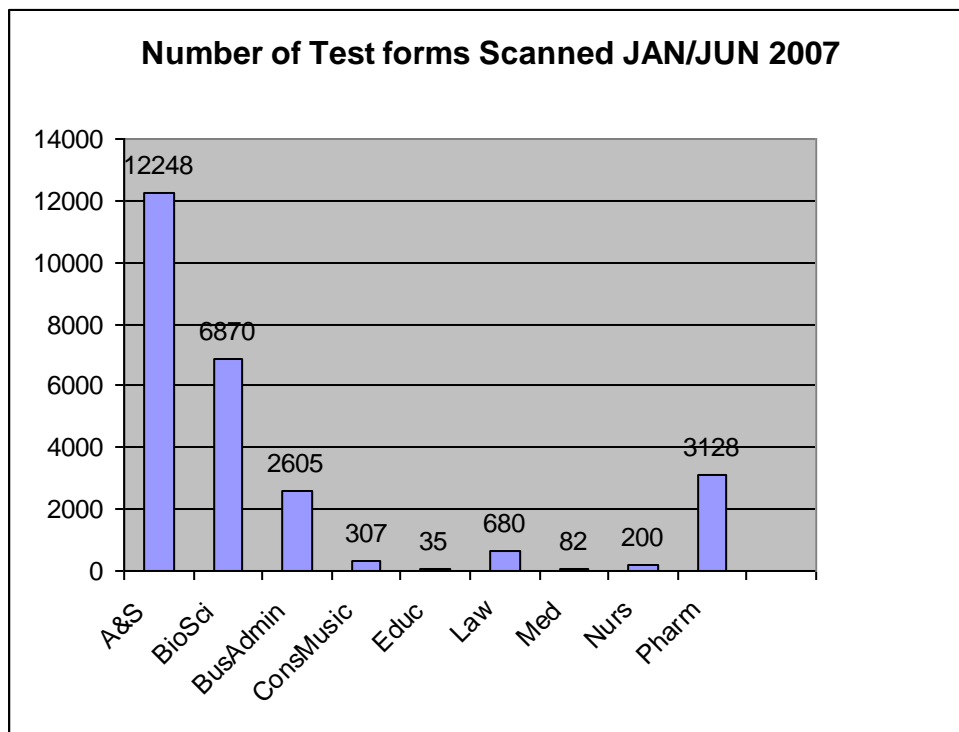
Familiarized a new School of Medicine Orthopedic Surgery Lab researcher with the Rocks cluster.

Miscellaneous : Consulted on Networking's call accounting server (MOST) in anticipation of data migration to a new system



Printing and Scanning Operations:

1. Printed over 57, 500 pages on form fed printer.
2. Printed over 225,000 pages on the system laser printers.
3. Scanned Fall Semester 2006 course evaluations for 8 schools and departments, totaling 29,550 forms.
4. Winter Semester 2007 course evaluation scans in progress.
5. Scanned 522 exams and 2 questionnaires.
6. Printed and scanned over 5800 grade roll forms for Winter Semester 2007.
7. Continued e-mail account maintenance activities for faculty, staff, and student accounts.
8. Provided campus-wide Infoprint printer monitoring.



Other Activities:

1. Attended periodic Blackboard Intercampus Collaboration (BbIC) meetings.
2. Attended and participated in UM System IT security meetings.
3. Prepared for the elimination of the Social Security number from the account creation process.
4. Participated in the review of an RFP for an emergency notification system for use on all campuses.
5. Presented at the Great Plains Network on the UMKC TV digital cable system.

Support Services Update February 2006 – July 2007

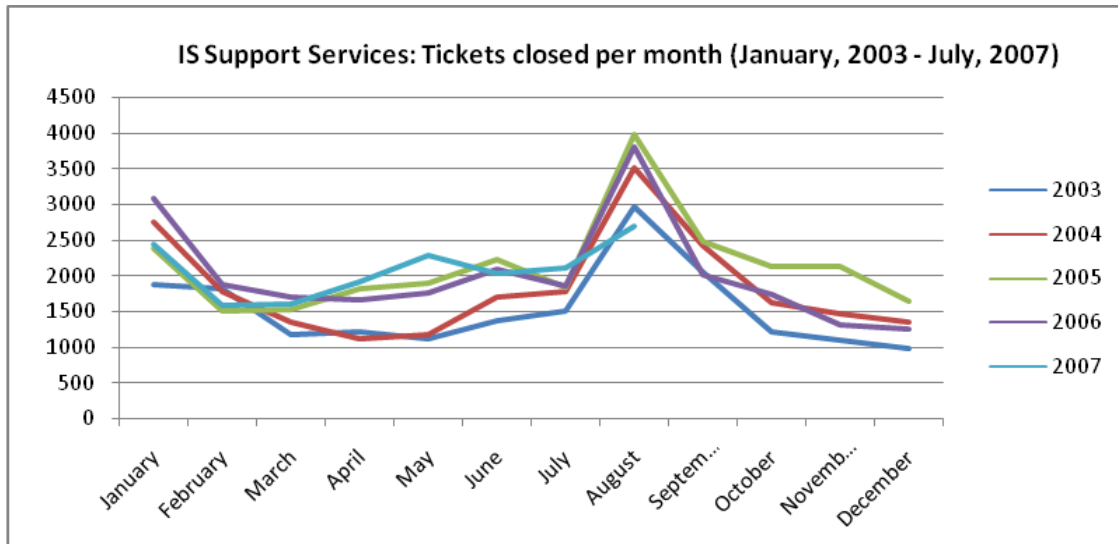
Key initiatives

- Exploit digital technologies to provide new opportunities to enhance teaching and learning as well as mediate changing interests of faculty and students
 - Led campus committee to identify a podcasting/coursecasting solution that UMKC will pilot over the next year. After numerous meetings, presentations and analysis, a *Proof of Concept* agreement was signed with Tegrity, Inc. UMKC is now in the early stages of a Podcasting pilot project that involves 16 UMKC faculty members. A collaborative virtual team continues to work closely with faculty and vendor to troubleshoot technical issues and establish new procedures and processes.
- Develop and recommend a sustainable business model for IT systems and equipment to accommodate changing budgets and an evolving technology environment; define fee-based technology services for auxiliary units
 - Completed several new support agreements with campus constituents including the following: Addition Transfer Technology Center (National Office), Business Services Ricoh and Real Estate groups; and Education's Kansas City Regional Development Center at Union Station.
 - Develop and update life-cycle funding plans for IS labs, Support Services, the Workstation Replacement Program and site-licensed software
- Propose, develop and refine IS policies and procedures
 - Collaborated with IS work team to develop a Change Management Policy and Guidelines. This will provide a more systematic approach for changes to IT resources. Documents have been widely communicated and shared and are in final stages of review.
- Develop and maintain a well-organized IS website that aids in campus communication and delivery of IT support services for the campus community
 - Continue to update, organize and refine the IS website with detailed technical information, reports, forms, outage notifications and a wealth of documentation
 - Implemented UMKC's searchable Knowledgebase that is continuously updated and coordinated with web content; collaborate with UM campuses on content where possible
- Create productive work environments through open communication; develop new tools and techniques to assure positive outcomes.
 - Organize and conduct regular staff meetings to enable good two-way communication; teams are kept fully briefed on IS developments and support initiatives; ensure projects are staying on track plans
 - Coordinate monthly IT Liaison meetings for the UMKC campus technical community; identified guest speakers, communicate new IT information and policies, recorded and publicized meeting minutes.
 - Continue to develop web-based procedural handbook for Support Services, IS and distributed IT staff to aid in the consistent delivery of information and services
 - Researched and developed a new IT training model for groups within Support Services; met with HR to discuss soft skill training options that would compliment IT training and certifications
 - Worked with HR to provide content for the online orientation video for Information Services
- Continue to improve all levels of communication, develop viable options for collaborating with UMKC and UM colleagues, and other educational institutions;

- Worked with UM Desktop Standardization Committee to review desktop and peripheral RFPs to identify best options for UM campuses and leverage university's purchasing power
 - Collaborated with UM Helpdesks on purchase and implementation of UM knowledgebase;
 - Serve on various campus and u-wide committees including VPA , eProcurement, IT Liaison, UM IT Imaging Steering Committee and Recycle committees;
 - Collaborate with UM campuses to renew technical vendor certifications for UMKC IT staff
 - Participate in numerous campus events including IS' technology fairs, student orientations, Roo Fairs, etc.
- Continue to deliver high-quality technical support services for campus community in an environment where support demands are steadily increasing

Customer Support Trends

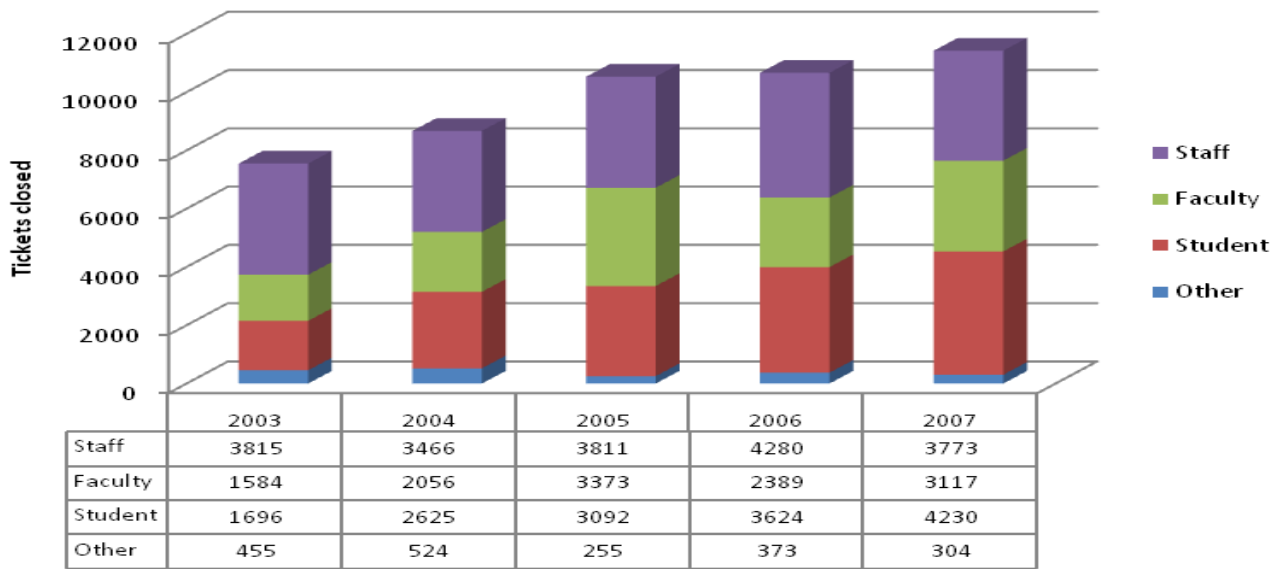
Normally the period between January 31 and July 31 of any given year shows a reduction in support needs across campus as this period encompasses the summer months. The graph below demonstrates this cyclical nature of support wherein the months of January and August can create a 125% or more increase in support requests compared to other months throughout the year.



One trend in the provision of support services is unmistakable – growth. To get a true idea of growth over time, it is important to measure the same period over a length of time. The next graphs shows the near-linear growth of support request resolved by IS Support Services over the last five years.

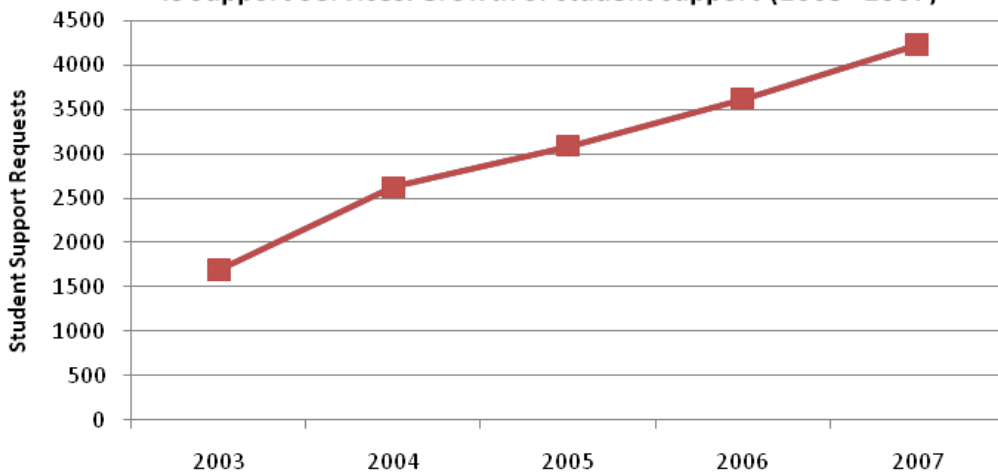
The growth trend is fueled by multiple factors, but the most significant we can determine from the data is that students are expecting more and more support. Even though today's generation of college-age students are more technologically savvy than ever before, they also have higher expectations for services, enhanced functionality and just-in-time responsiveness.

IS Support Services: Tickets closed by affiliation type over same six month period (January 31 - July 31, 2003 - 2007)

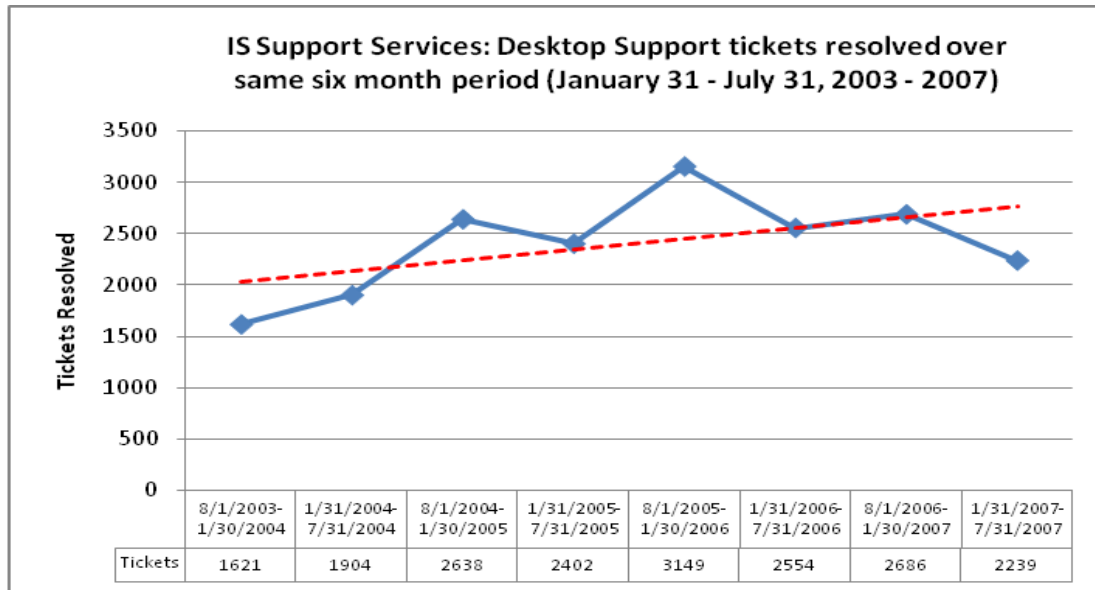


In the period January 31, 2003 to July 30, 2003, students accounted for about 22% of all support requests; in the same six month period in 2007, students represented 37% of all support requests. The overall support burden is increased when new technologies are thrown into the mix with clientele who have high expectations for delivery and availability of such services. Additionally, these requests are inherently more difficult since we cannot use most of our UMKC-owned software tools and resources on personally-owned computers. This creates very laborious and time-intensive support scenarios for many student support issues. The following chart shows the large growth in student support over the same six month period covering the last five years.

IS Support Services: Growth of student support (2003 - 2007)



While the growth in support requests continues to challenge all facets of IS Support Services, progress in the use of enterprise technologies and the development of many in-house tools continues to offer encouragement and measurable improvement advances to the area of Desktop Support. The following chart depicts the growth in tickets resolved by IS Desktop Support over the last eight six-month periods. Despite the unevenness due to the cyclical nature of our support year, note the trend line that indicates more and more support tickets are being resolved by IS Desktop Support.



Unit specific Accomplishments

Call Center Accomplishments

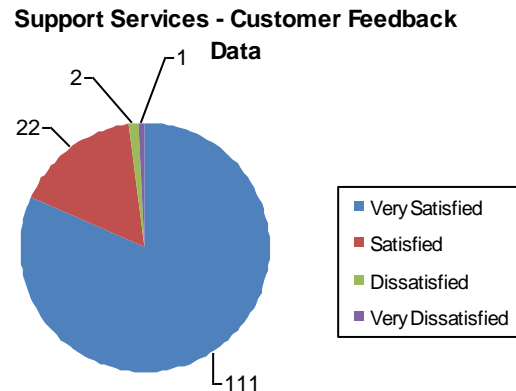
- The Call Center responded to 12,102 support requests, resolving 9,675 and escalating 2427. Call Center's first-call resolution rate was 80%
 - Escalated tickets break down within IS as follows:

Support Services – Desktop Support	52.5%
Central Systems	20.5%
Instructional Technology Services	10.7%
Classroom Technology Services	10.4%
Networking and Telecommunications	3.4%
Security and Research	2.5%

- Call volume over the past 6 months represents a 30% increase over the same period last year. Much of this increase can be attributed to the implementation of Pathway.

Time Period	Total number of Call Center Requests
Q1 and Q2 2005	8470
Q3 and Q4 2005	11208
Q1 and Q2 2006	8459
Q3 and Q4 2006	10175
Q1 and Q2 2007	12102

- Pathway Implementation
 - Worked closely with other IS departments, Admissions, Financial Aid, Cashiers and Registration and Records to implement Pathway
- Worked with Central Systems to restructure student password change and reset policies and procedures for Pathway which was complicated by the SSN Remediation project
- Remedy
 - Worked with MOREnet to upgrade Remedy to version 7.0.01 and implemented both stand-alone client and Web versions of the product
- SSO Accounts
 - Created 747 temporary SSO accounts for Summer Conference Program and 139 for IPP Program
- Customer feedback
 - Continue to monitor Remedy surveys and customer feedback



Desktop Support Accomplishments

- Managed and implemented a number of early adopter pilot projects, including Microsoft Windows Vista and Microsoft Office 2007
- Consulted with A&S student computer committee to procure \$275,000 worth of hardware and software to upgrade various departmental labs throughout the College
- Completed RooTools 2007 CDs for UMKC faculty/staff and students, including a new, more intuitive user interface
- Developed a standard protocol for assisting with Electronic Data Preservation initiatives
- Tested numerous security and other updates for campus use prior to wide-scale deployments
- Investigated and documented problems associated with ImageNow and pushed deployments and fixes as necessary
- Applied DST update patch for Macintosh OS X across the enterprise
- Completed bit-level backups for Electronic Data Preservation Project
- Installed several laptop replacements for Research Services
- Managed and implemented major multi-system upgrades and replacements for University Communication, International Student Affairs Office, Admissions, Human Resources, Athletics, English and Minority Student Affairs
- Installed new servers to support KCUR real-time streaming operations
- Updated and deployed Advance 9.0.1 to roughly 120 users campus-wide
- Assisted with AppointmentsPro upgrade and data migration for Counseling, Health and Testing Center
- Updated Laptop Loaner pool with six Dell Latitude D620 models
- Provided support for the School of Nursing's IT Summer Institute
- Installed "photo archiving" system for University Communications

- Evaluated new products like Ruckus, Tegrity, Wimba, iTunes and other multimedia and streaming options for delivery of instructional content and student entertainment
- Evaluated multiple solutions for running Windows operating systems on Intel-based Apple Macintosh systems
- Overhauled printer queue creation and management processes upon assignment of new responsibility. A number of initiatives (all in different stages of completion) are listed below:
 - Naming Conventions (100%) - We have established rigid naming conventions that aids in identification and support.
 - Identification (50%) - ISSS staff has begun to physically inventory printers so that we can eventually rename those using new naming conventions (allowing for better identification).
 - Orphaned Print Queues (90%) - Identified and deleted over 70 print queues that are no longer being used.
 - Automatic print queue mapping (25%) - ISSS has begun to identify and map, via group policy, printers that are used by large groups or department. This helps considerably during WRP and when new employees arrive (as they automatically receive printers based on the computer naming conventions). Many groups in the admin center and all of Nursing are already setup in this fashion.
 - Print Queue Request form (100%) - A web application has been created to aid in the process of requesting new print queues. Once the proper information has been collected, IT Liaisons or IS staff use this form to initiate a mix of automated processes and email notifications to create the queue and assign a dynamic DHCP reservation.
 - End-User Print Mapping Web Application (0%) - ISSS plans to evaluate and eventually implement the ability to find and map printers via a web application. This project requires completion of all other stages to work effectively.

Desktop Support - Enterprise Management

- Imaging
 - Created a Vista Universal image to compliment our XP Universal image. Using Microsoft's ImageX (as opposed to Symantec Ghost).
- SMS
 - SMS client count is currently at over 4000 computers.
 - Created 32 new SMS packages. We now have a total of 58 up-to-date packages available for deployment via SMS.
 - Created a web application that allows SMS deployments without the SMS console. It allows use of SMS without learning the intricacies of the console. Liaison usage of SMS has increased significantly as a result.
 - In one of our larger SMS deployments we pushed multiple Adobe Reader updates to every SMS client workstation on campus (in response to known vulnerabilities).
- Web
 - Created customized web template for new Right Answers site.
 - Created the Liaisons Handbook Site. This site allows for liaisons to:
 1. View contact information and naming conventions.
 2. Request (via form) the creation of new print queues.
 3. Deploy software via SMS to any machine they manage.
 4. Send Wake-on-LAN packets to managed machines.
 - Updated IS website search to use latest Google services and features (including multi-domain indexing).
 - Updated numerous internal and external websites to improve performance, functionality and information provided. New website pages created include: Podcasting/Coursecasting, New User, Student Launch, website feedback templates, IS gallery, training resources page, IT liaison meeting notes, etc.
 - Modified over 50 web functions/procedures to utilize parameterized SQL queries (to further guard against SQL injection / Multi-Statement attacks).
 - Converted IS templates to support both https and http paths.

- Application Development
 - Created anonymous print queue usage tracking service to identify and delete unused print queues (deleted over 70 thus far).
 - Remedy ticket automation- Worked with MoreNET to develop a method for programmatic creation of Remedy tickets.
 - Complete re-write of utility that automatically names workstation based on standard naming conventions (Join-O-Matic).
 - SMS Staged Deployment Utility – Designed an application to help manage complex staged SMS deployments (multiple days, steadily increasing workstations-per-day type deployments).
 - ILE Asset Tracking (ongoing) – Partnering with CTS to design a database and web interface to track ILE hardware and software.
 - Warranty Ordering Part Request site (WOPR) – WOPR was completely overhauled recently. Notable changes include integrated AJAX and an improved approval process for ordering parts.
 - Numerous maintenance and feature updates to existing code bases.
- General Enterprise
 - Setup new SMS server, migrated clients and moved to new site code.
 - Upgraded on web application server to improve enterprise application performance and database responsiveness
 - Implement VMWare server for faster image development and testing.
 - Completely overhauled ISSS security groups hierarchy (new role-based hierarchy has significantly simplified adding/removing staff from department and sub-groups).
 - Completely overhauled naming conventions and security assignments for over 50 ISSS-managed group policy objects (increased tracking and manageability).
 - Upgraded SMS, WebApps and RightAnswers servers to SP2.

Desktop Support - Lab and Technology Classrooms (ILE) Support

- Revamped the lab scripts with VBScript and removed redundant logging scripts. Benefit was decreased login times.
- Optimized ~30 IS-managed labs group policies for the benefit of decreased login times.
- Complete overhaul (new equipment and/or physical arrangement) of several labs:
 - Miller Nichols Library
 - Health Sciences
 - University Center
 - Physics 247
 - School of Education
- SMS creation and subsequent deployment of ~15 packages to IS labs.
- Semester re-imaging of over 600 ILE and IS-managed lab machines.
- Semester update of 9 ILE and IS-managed lab images to reflect new software and security updates.

Lab Management Office

- Collaborated with Admissions to provide computer resources during numerous student orientations.
- Collaborated with Student Auxiliary Services to provide significant improvements to the University Center computing lab. This project involved obtaining new chairs and new carpeting, conducting abatement, painting the walls, thoroughly cleaning existing lab furniture, setting up the closet to store supplies, clearing out all unnecessary items, and restructuring the room's layout.
- Streamlining internal procedures and staffing by altering lab staffing models and developing new procedures.
- Launched a new system that aids in tracking data required to keep labs fully staffed and functional. Automated functions include: schedule generation, shift exchange, tracking breaks, an online time clock system, and payroll data generation and reporting. The system was developed

in a modular fashion and is robust enough to add further modules in the future. We collaborated with Central Systems to launch this project successfully.

- Collaborated with the IS project manager and many others to consolidate the two computer labs at Hospital Hill and open in the new site at HSB 3304. The new lab opened on August 20 and is already experiencing high use.



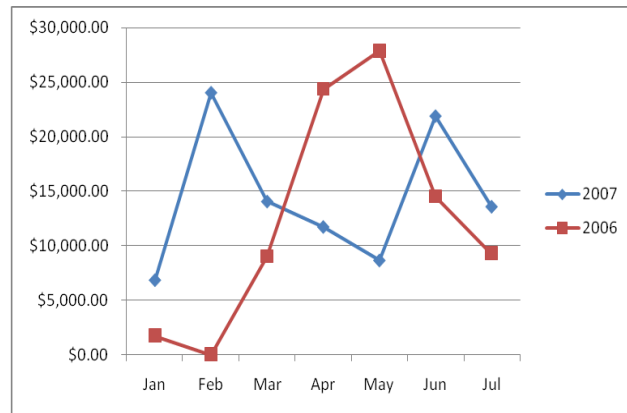
New Health
Sciences IS
Computer Lab
on Hospital Hill
prior to opening
on August 20

Software and Hardware Management and Acquisitions

- Site Licenses
 - Renewed Ghost licensing (saved \$170)
 - Processed annual renewals for Endnote, Maple, SAS, SPSS
 - Released new versions of SPSS 15 and Amos 7; used SMS to deploy
 - Renewed AutoCAD site license (saved \$1,680)
 - Renewed Microsoft Server Campus Agreement
 - Added multiple SQL and server licenses to Campus Agreement for Dentistry
- Researched and purchased software for various departments in the amount of \$82,180.82
 - Adobe software valued at \$26,495.82 at CLP 3 level pricing (saved approximately \$4000)
 - Purchased backup software for Central Systems, (saved \$3161.59)
 - Found alternate supplies for RooTools CDs (saved \$1,250)
- Computer and Peripheral Purchases

Month/2007	Total Monthly Purchases	WRP	Total Purchases Jan - July
Jan	\$25,178.78	\$521,815.16	
Feb	\$53,631.48	-----	
Mar	\$52,052.02	-----	
Apr	\$44,494.68		
May	\$38,700.10		
Jun	\$61,102.69		
Jul	\$58,912.68		
Totals	\$334,072.10	\$521,815.16	\$855,887.26
	\$33,320.71	-----	
Last Year Average	\$214,552.59	\$501,715.99	\$803,159.88
	\$30,650.37	-----	

- Coordinated a seventh Workstation Replacement Program.
 - Surveyed liaisons, prepared PC configurations, communicated pricing and ordering information.
 - Provided information to Support Services staff for set up of on-line ordering site, as well as writing and editing WRP FAQs page.
 - Gathered database information and prepared various reports and spreadsheets for O&A, Dell and Apple



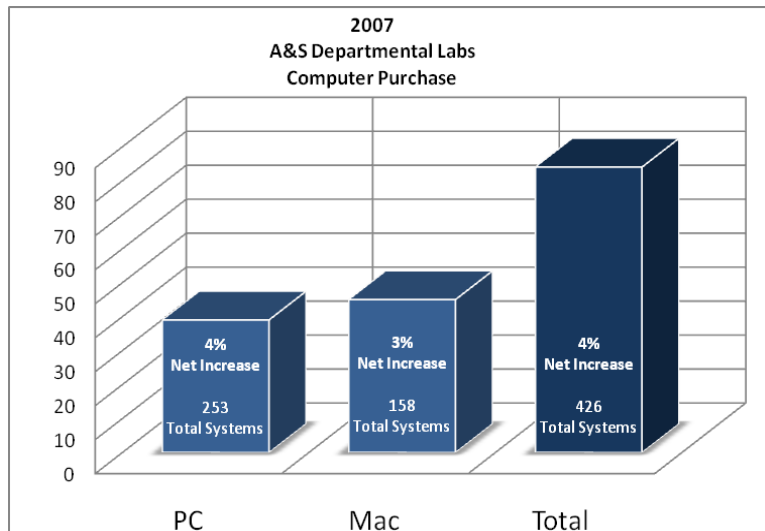
- Continued day-to-day hardware and peripherals orders, totaling over \$334,000 for the period. This is an increase of nearly \$33,000 compared to the same period last year.
- Coordinated two large Apple Computer purchases through TigerTech in Columbia and the UMKC Bookstore, resulting in additional savings over and above the Apple Store for Education.

Academic Departmental Labs

The demand for departmental lab support across the College of Arts & Sciences continues to grow steadily. The chart below reflects new computers purchased by the College and installed during the first half of 2007, for a new total of 426 PC and Mac systems across all teaching and research labs. This year's purchase of 78 new computers resulted in a 4% net growth of the lab enterprise. Also of note is that more Macs than PCs were ordered this year. There is a stable, if not increasing demand for Macs in lab environments, even from within disciplines whose computing needs are not platform-specific.



Computers within academic departmental labs account for more than a third of all those supported by the desktop support team serving the College of Arts & Sciences and the School of Education. Departmental labs used primarily for teaching (as opposed to purely research activities) are generally small in size, typically ranging from 6 to 24 computers. Most of these teaching facilities require a host of custom software and hardware tools, configuration of which takes months of preparation and coordination between support technicians, procurement staff, vendors and faculty. Deploying hardware and software updates to multiple labs often coincides with major events within the academic year (e.g., start of Fall and Winter semesters) during which the desktop team must meet other seasonal demands. These concurrent demands pose a significant challenge during periods of peak activity.



Support Services Training and Certification

- Researched, tested and gained familiarity with Microsoft Windows Vista and Microsoft Office 2007
- Two staff members attained Apple certification
- Two staff members are progressing toward Microsoft IT Professional certification for Windows Vista while two more are working toward Microsoft Technology Specialist certification in SQL Server 2005
- Attended University training for FERPA, Pathways, Performance Appraisal, RightAnswers and Sexual Harassment and Discrimination, HR Supervisory training
- One staff member attended HDI Support Center Manager
- Two staff members attended HDI Support Center Analyst
- Attended seminar on writing policies and procedures

System Security Update February 2007 – July 2007

We continue to improve network and computer security levels. Beyond the security scans mentioned in prior reports, we are looking into technologies to look for data leakage. This is technology that can detect the unauthorized transfer of sensitive data like Social Security numbers to the Internet. We are also looking at ways to better protect wireless and wired data connections on campus.

System Security Update

- 1) Advanced the use of smartcards for administrative access to servers and some workstations.
- 2) Upgraded the Windows Server Updates Services (WSUS) to version 3.x. This upgrade includes installation on new server hardware.
- 3) Upgraded LANGuard Network Security Scanner to version 8.x. This upgrade includes installation on new server hardware. The database server was migrated to Microsoft SQL Server 2005 as part of the upgrade process as well.
- 4) Started research for a data classification policy as part of the overall network policy for the university.
- 5) Modified and streamlined the Blue Socket tool used in wireless network access.
- 6) Started working with Disk Jockey, a hardware tool used to conduct forensic analysis of computing devices, as part of the overall investigational charge of ISSR.
- 7) Updated Cisco Clean Access system used in the residence halls to ensure policy compliance on student computers (limited to system updates and current anti-virus software).
- 8) Worked with the IT Liaisons on issues specific to their academic units.
- 9) Upgraded the IntruShield Intrusion Prevention System. The upgrade allowed automation of some processes which were manual.
- 10) Completed the analysis of the third Remote Vulnerability Assessment conducted by MOREnet.
- 11) Completed the analysis of the fourth Remote Vulnerability Assessment conducted by MOREnet.
- 12) Conducted troubleshooting activities as necessary to maintain security and safety of UMKCnet.
- 13) Conducted a survey/inventory on web servers present on UMKCnet.
- 14) Responded to and investigated information security incidents as necessary.
- 15) Improved the handling processes of e-mail SPAM.
- 16) Conducted research on the development of a change management process for UMKCnet.
- 17) Conducted research on Podcasting which formed the basis for a podcasting project.
- 18) Responded to Remedy tickets and cleared them as necessary.
- 19) Investigated and mitigated issues with digital certificate authentication on UMKCnet.
- 20) Provided additional support for the Sally Ride Festival.
- 21) Conducted research on the emergency communications project.
- 22) Provided consulting services to the 'Campus Call' Center in migration to new Ruffalo-Cody system.
- 23) Attended several local conferences on security topics.
- 24) Completed SANS training on Incident Handling (certification passed).
- 25) Completed SANS training on Windows Vista Security (no certification available).
- 26) Conducted research on the use of encrypted e-mail in the Exchange/Outlook system.
- 27) Procured a data leakage detection device for UMKCnet.
- 28) Began research on the use of Skype internet phones on the network.
- 29) Conducted research on various versions of Linux operating systems for use as part of the forensic analysis process.

Daily activities

- 1) Monitor and operate the LANGuard system.
- 2) Monitor and operate the WSUS system.
- 3) Monitor and operate the Blue Socket system.
- 4) Monitor and operate the IntruShield IPS.
- 5) Monitor and operate the ePolicy Orchestrator system (McAfee anti-virus).
- 6) Monitor and operate the Cisco Clean Access system.
- 7) Monitor and operate the Palisade Packet Sure system.
- 8) Monitor and operate the Observer system.
- 9) Monitor and operate the CS-Mars system.
- 10) Provide troubleshooting and consultation services as needed by the university community.
- 11) Provide research and reports as needed.

Information Access Update February 2007 – July 2007

Efforts of the Information Access Division during the period January through June 2007 were notable for the improvements made in measurements of customer response times, despite a steady increase in requests for service. All divisions had singular and combined successes.

Instructional Technologies (ITS) continued project with UMR and UMSL as a collaborative partners using Blackboard. Usage of Blackboard reflected a 68% increase over the previous year. ITS launched Sharepoint as an additional offering to the campus for communication digitally.

Information Manipulation Services (IMS) implemented the conversion of all Blackboard data, extracting the new Peoplesoft Student information instead of copying it from the existing legacy application. IMS rewrote the HSCP, Travel Grant, and other applications to interface with the new Peoplesoft Student data. Designed new applications for ALDP, FERPA and Peoplesoft query projects.

Information Presentation Services (IPS) focused on e-commerce, surveys and registration related extranets during the first half of 2007. All existing e-commerce sites using the Missouri Virtual Lockbox were either converted or scheduled to be converted during the 2007 calendar year. Web sites were designed and constructed for five different conferences which thousands of visitors to the UMKC campus registered online and attended.

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

ITS Highlights:

Projects, Research and Development, and Personnel

1. Blackboard Intercampus Collaboration (BbIC)
 - i. Phase Two (August 2006 – May 2007) of the project includes:
 - SSO system at UMKC – January 2007
 - Redesign of snapshot tools – January 2007
 - Joint adoption of Horizon/Wimba at UMKC & UMSL – January 2007
 - Governance structure – February 2007
 - MOU/SLA – March 2007
 - Community System at UMKC – March 2007
 - Improvements in Blackboard User Request System – April 2007
2. Secureexam/Lockdown Browser
 - Lockdown Browser trial license was utilized for some testing and evaluation. Support Services and Instructional Technologies concur that this software will be less support-intensive.
 - LockDown browser launched at the beginning of Winter Semester 2007.
 - SecureExam pilot ended and decision made not to renew.
3. eInstruction (student response system)
 - Coordinated faculty orientation and training with eInstruction representative to be provided through FaCET at no cost.

- Blackboard plugin was originally evaluated on the version 6.3 Windows development environment and needs to be re-evaluated and tested on the 7.1 Sun development environment.
4. Horizon Wimba
 - Chose Wimba as replacement for Centra
 - Installed Blackboard plugin on production server (Late Spring 2007)
 - Trained instructors and staff (May 2007)
 5. Learning Objects
 - Reviewed Learning Objects tools for Blackboard
 - Wikis
 - Blogs
 - Plan to install and purchase during the Fall 2007 Semester
 6. Podcasting – Tegrity
 - Signed agreement with Tegrity
 - Designed pilot program for the next year
 - Launched pilot program
 - Installed server and software for use with Tegrity
 7. Sharepoint
 - Signed MOU with University of Missouri-Columbia to host Sharepoint server for UMKC
 - Created multiple Sharepoint sites for divisions across the university
 8. Instructor Evaluations
 - Conducted Instructor and Course Evaluations for School of Dentistry and Nursing
 - Met with multiple schools across campus to produce online evaluations for the Fall semester
 - Took Scantron data for six schools and converted data into reports for course evaluations.
 9. Conferences Attended
 - Blackboard World (June 2007)
 - ALDP Conferences
 - Wimba (March 2007)

Usage Data

Blackboard

Academic Unit	Aggregate number of students		
	FS 06	FS 07	% change
College of Arts and Sciences	10,004	17,148	71.41%
Conservatory of Music	384	1,040	170.83%
School of Biological Sciences	2,371	2,473	4.30%
School of Business and Public Administration	1,780	3,217	80.73%
School of Computing and Engineering	1,879	4,470	137.89%
School of Dentistry	1,276	2,110	65.36%
School of Education	2,084	2,923	40.26%
School of Law	13	349	2584.62%
School of Medicine	1,073	1,638	52.66%
School of Nursing	1,137	1,941	70.71%

School of Pharmacy	1,225	1,864	52.16%
Grand Total	23,226	39,173	68.66%

Academic Unit	Number of course sites		
	FS 06	FS 07	% change
College of Arts and Sciences	296	1,053	255.74%
Conservatory of Music	1,053	210	-80.06%
School of Biological Sciences	25	76	204.00%
School of Business and Public Administration	55	150	172.73%
School of Computing and Engineering	53	328	518.87%
School of Dentistry	20	82	310.00%
School of Education	74	228	208.11%
School of Law	1	71	7000.00%
School of Medicine	12	40	233.33%
School of Nursing	30	86	186.67%
School of Pharmacy	19	76	300.00%
School of Graduate Studies	0	4	-
Grand Total	776	2,404	209.79%

Instruction

Fall 2007		
Instructor	# Students	# Classes
Wanda Temm	39	1
Andrea Drew Gounev	86	1
Saul Honigberg	132	1
Marilyn Yoder	331	2
Todor Gounev	358	1
Stephen King	261	1
Kathy Loncar	124	4
Nathan Oyler	41	1
Christine Zimmerman	84	1
Cristy Roberts	33	1
Leah Stanley	53	1
Kristin Lee	60	1
Cary Lyon	59	1
Marne Sherman	91	2
Cecelia Brewer	31	1
Yessmenia McDaniel	125	1
Eric Martin	41	1
Grand Total	1949	22

Term	Number of Classes	Number of Students
FS 2006	13	1,339
FS 2007	22	1,949
% change	69.23%	45.56%

Remedy Statistics

1) Support Issues: User Type

Support Issues by User Type	
Faculty	1,046
Staff	332
Student	518
GRA	47
Other	61
Total	2,004

Remedy's default value for Contact Type is 'Student', so these numbers slightly underestimate the proportion of non-student users served.

2) Support Issues: Software

Support Issues: Software	
Blackboard	1,494
Centra	55
Digital Media	35
eInstruction	8
Consulting	28
Listserv	285
MoCAT	2
Respondus	4
Secureexam	1
Sharepoint	2
SSO Accounts	19
Turnitin	6
Wimba	21
Other	44
Total	2,004

3) Support Issues: Origin

Support Issue origin	
Direct ITS Contact	1,671
Call Center	208
Web-Submission	125
Total	2,004

This grossly under-reports the number of issues that are escalated from the Call Center. Often ITS receives forwarded emails or phone calls from the call center which are not captured.

4) Support Issues: Department

Support Issues: Department	
A&S	297
BSB	65
CONS	5
SOD	73
SOE	66
SOL	16
SOM	88
SON	142
SOP	41
SBS	20
SCE	50
Other	215

Only 53% of tickets have a department associated with them, but the basic ticket proportions should be correct.

Listserver Usage

Listserver Usage		
Term	Number of Lists	Number of Subscribers
WS2006	637	120,420
FS2006	679	125,876
WS2007	643	125,895

The number of lists decreased because of the purging of dozens of outdated or no-longer-used lists a few months ago. Thus, the slight rise in the number of subscribers actually represents a much larger increase in overall usage than it first appears.

IMS Highlights

January 2007

1. Blackboard Feed UMDW
 - Began automating feeds from UMDW Legacy data to Blackboard
2. (ALDP) Conference Application
 - Began design of enrollment website
3. iTunesU Interface
 - Successfully implemented the server authentication access to the website
4. High School College Program (HSCP) Application

- Successfully rewrote application to accommodate new processes and new report.

February

1. Blackboard Feed UMDW
 - Successfully completed feed automation
2. Blackboard Feed PS
 - Began Blackboard feed conversion to PeopleSoft
3. ALDP Conference Application
 - Successfully implemented design of enrollment website

March

1. OneStop Web Page
 - Successfully designed a web page within OneStop to provide administrative staff up-to-date vacation, sick and personal day accruals
2. Blackboard Feed PeopleSoft
 - Successfully completed Blackboard feed conversion
3. HSCP Application
 - Began the conversion of HSCP web application from UMDW to PeopleSoft data

April

1. HSCP Application
 - Continuing conversion of HSCP to PeopleSoft data
2. Registrar PS Training Application
 - Troubleshoot and corrected data problem
3. Blackboard Request System Application
 - Troubleshoot and corrected data problem
4. Registrar FERPA Training Web Page
 - Successfully designed and implemented web page to produce a report - lists the employees and/or students who have taken and passed the FERPA Exam 5. Travel Grant Application
 - Successfully implemented code changes – added a drop-down list of countries

May

1. HSCP Application
 - Successfully moved application to a new server - prepared for production
2. Blackboard Application
 - Successfully implemented code changes to increase efficiency
3. Addressing Services Mail Postage Application
 - Troubleshoot and correct feeder problems
4. OneStop Web Site
 - Rewriting faculty/staff/student queries to point to PeopleSoft data

June

1. HSCP Application
 - Minor changes made to the application to allow for enhanced reporting and overall functionality
2. Blackboard Feed PeopleSoft
 - Successfully added student roles to the Blackboard feed
3. www.umkc.edu
 - Successfully added student search/look up on - student search pulls data from PeopleSoft tables
4. OneStop Web Site
 - Continuing rewrite of faculty/staff/student queries - pointing to PeopleSoft data
5. PS Queries
 - Assisted with PeopleSoft queries for various projects (Andy)

IPS Highlights

- Designed and conducted Electronic Survey to help campus clients obtain rapid feedbacks from large numbers of students/faculty/staffs about their needs, attitudes, preferences, behaviors and provide Data Collection, Analysis and Interpretation.(School of Pharmacy, Women's Center,etc.)
- Expanded use of Ecommerce sites (FGSC, School of Dentistry, Alumni Advancement)

- Developed numerous online registration and conference management tools for nationwide conference hosted by UMKC departments/Units. (For example: School of Dentistry - Midwest Dental Conference, Facet- Professional and Organizational Development in Higher Education , Diversity - African-American Male/Latino Empowerment Summit, Diversity - Black Women Leader Conference)

Operations and Administration Update February 2007 – July 2007

The Office of Operations and Administration of Information Services processes all of the business transactions for the IS Division. The Administrative Manager for IS works closely with the Budget Office in the creation and management of Departmental IS budgets. There are two full-time staff, Administrative Associate and an Administrative Assistant, that process all purchase requisitions, vouchers, travel expenses, payroll and procard purchases for the division. Currently there are 89 full-time staff, 82 Student Assistants, 9 work-study student workers, 15 Temps, 1 Grad Assistant and 2 part-time employee. Below is a list of the number of payroll processes:

Budget Processing:

Budgets for all IS departments for FY2008 was entered on-time and according to budgetary guidelines.

Payroll and HR processing and functions:

All bi-weekly timesheets, monthly payroll and absent reports were processed accordingly and on-time.

ProCard Processing:

Also processed through O&A, are the credit card (ProCard) purchases made within the division. There are now 15 procard holders within the IS division, all purchases are approved and processed according to University procedures.

Training Classrooms:

The scheduling of all training classes in the Computer Training Classroom is managed by O&A staff. Listed below is general information about the process of scheduling the classes and training rooms.

Reports:

Worked closely with the Directors and Managers to create a Life Cycle Replacement Database for all equipment, furniture, and software. This is a living document, that needs to be updated regularly. The information obtained from this document was invaluable when creating the 2008 budget.

After a full-day work shop with the Directors and Managers and their input into an on-line database, created by Information Access staff, an IS Service Database was created. This database includes all the services that IS furnishes to UMKC, as well as other campuses and outside entities.

Follow-up:

Capital asset inventory database has been completed. The equipment database is still a work-in-progress.