

ITS Departmental Accomplishments

1988

January APECS deployed

1990

February Raiser's Edge for DOS deployed

July Outer Drive and McNichols IT departments consolidated on the McNichols campus

July Outer Drive and McNichols data systems consolidated into the APECS environment

1993

March Installed first institutional web and ftp servers utilizing a Macintosh platform

1995

September In-house picture ID solution combining ID, Library and Meal Cards onto one card deployed

2001

March Course schedule made available online

March Ceridian Source 500 deployed

October Course catalog made available online

November EzExam deployed

2002

July Telecomm integrated into ITS division

2003

January CIO appointed

July Inventory and bar code all University owned IT products

August Started a notebook loaner program to provide notebooks and data projectors up to a 7 day period to reduce the number of units rented or purchased and underutilized

August	Established AV mobile delivery solution making 4000 round-trips in its first year of existence
August	Opened the ITS Education lab in the Library building
November	CIO position eliminated
2004	
January	Sold Pentium I and II computers in an off-lease sale
March	Setup a Triage Helpdesk to address virus related issues in our residence halls
April	ITS Helpdesk department created for a single point of contact for service to the entire University community
April	Offloaded 20 pallets of unusable equipment to an eco-recycler
June	ITS branded application documentation (e-Mail, Word, Excel, PowerPoint) published
July	Installed one multi-media podium along with ceiling mounted projector in the Life Sciences 115 (Fr. Albright Hall)
July	Installed a 20 station computer lab in the Ward Conference Center
August	Installed 12 multi-media podiums along with ceiling mounted projectors, cable TV access and head-end management in all classrooms in the newly renovated C&F building
August	Installed "classroom" level WIFI coverage throughout the C&F building
August	Closed Bargman ITS lab located in the library
August	Open the ITS CF9 and ITS CF10 labs in the Commerce and Finance building
October	Installed the first electronic kiosk between the Briggs and C&F building
October	Sent 10 pallets of used computer equipment to an EPA certified hardware recycler
December	Installed 4 multi-media podiums along with ceiling mounted projectors, cable TV access and head-end management in all classrooms in the new CHP building
December	Installed WIFI access throughout the new CHP building
December	Installed Polycomm VSX 7000 video-conferencing solution using ISDN and IP connectivity in the CHP 129 room
	AV mobile delivery of 8000 round-trips serving the faculty and students
December	Rolled out 200 Dell GX270's through the Refresh/Recycle program

2005

- March Installed new hard drive in the voice-mail system eliminating daily lock-ups
- March Expanded mainframe hard-drive space
- April Established an online web-based Helpdesk ticket system
- July Closed both Briggs computer labs and turned the space over to the University to be converted into a large classroom for 60 students
- July Established a student and administrative surveys to monitor the overall quality of service provided by the ITS department to its constituencies.
- July Placed all non-warranted servers and major network switches under maintenance contract to ensure uptime for the University systems
- July Upgraded all .udmercy.edu accounts from 10 Meg of storage to 100 Meg of storage
- July Placed mainframe printer under new service contract saving \$10,000 per year
- July Establish an online web-based Facilities ticket system
- July Relocated Telecomm Lightspan from Outer Drive Administration building to Ward Conference Center to complete
- July Rolled out TitanNet shared file server system
- July Rolled out EMC AX100 SAN solution providing 3 terabytes of disk space for shared storage
- July Rolled out high-speed backup solution using Certance and Netvault products
- August Faculty web hosting service made available to the University community
- August Resolved Caller ID issue for the Law School September
- August Distributed special resident student CD's with a one year McAfee license to all resident students
- September Installed five new blue-light red emergency phones
- September Lanyards policy initiated for AV and Lab staff
- September SQL OLAP solution deployed for Business office
- September Weblink Finance deployed
- September Provided virus protection for all resident students in a welcome CD package distributed at move-in
- September Created a 48 station mobile lab available across the McNichols campus

October	Offloaded 10 pallets of unusable equipment to an eco-recycler
November	Setup IA small computing lab for CIS IA program
November	Established WIFI access in the Life Sciences and Chemistry buildings in partnership with the school of Engineering
2006	
January	Upgraded overall University bandwidth from 10 Meg to 20 Meg
January	Established WIFI access in sections of Calihan Hall in partnership with the Athletics department
January	Installed WIFI access in the Architecture building
February	Met with research committee to discuss IT needs (February)
February	Initiated University wide Administrative Computing User Group
February	Upgraded all McNichols monitors to 17" or larger
February	Implemented the MailFrontier SPAM solution for the .udmercy.edu domain
February	Reduced large volume of open Telecomm tickets down to just six at one point
February	Resolved 494-6700 emergency message voice-mail issue at Dental
March	Upgraded wireless bridge between McNichols and Outer Drive campuses from 11 Meg Half Duplex to 45 Meg Full Duplex
March	Initiated a new report request form for all ITS departments
March	Upgraded all remaining Pentium II computers to Pentium III's
March	Established WIFI access in Shiple, North Quad, East Quad, West Quad, South Quad
March	Initiated a new account application process with a full packet of information for the user
March	Blog services made available to the University community
March	Installed ceiling mounted projectors in the following classrooms: Education Lab, Briggs, Reno, Chemistry, Engineering and LS
March	Migrated Admissions to TitanNet
March	Upgraded WIFI access from 802.11b to 802.11g in the Engineering building
April	Rolled out sakai.udmercy.edu as a collaboration tool for committees
April	Upgraded multi-bridge solution
April	Initiated Director of ITS – Faculty open forums

April	Initiated Director of ITS – Student open forums
April	Internal price of Video Conferencing dropped to \$8 per hour
April	Implemented the MailFrontier SPAM solution for the students.udmercy.edu domain
May	Established WIFI access in Reno Hall
May	Established the TitanTV cable channel 51 on the campus cable system
May	UDM achieves 100% WIFI coverage in all academic spaces
June	Established documentation standards and standardized server and application log books
June	Listserver upgraded
June	College of Business and Administration upgraded to online evaluation system; 100% of all schools utilizing online evaluation system
June	New riser cable installed throughout Briggs
July	Installed Kiosk stations in each dorm lounge
July	Renewed University Telecomm service contract for three years
July	Offloaded 10 pallets of unusable equipment to an eco-recycler
August	Consolidated Architecture IT support into central ITS support
August	Refreshed the Student Union, Engineering and Architecture computing labs with Dell GX620 computers and LCD monitors
August	Upgraded lab printers in the Engineering, C&F and CHP labs
August	Re-imaged all labs in preparation for Term 1 06-07
August	Upgraded T1 bridge between McNichols and Riverfront campuses from 1.5 Meg T1 to 45 Meg Full Duplex
August	Voice and data port run directly into PDR
August	Upgraded Blackboard to v7
August	Donated 40 Pentium III systems to Gesu school
August	End-of-term preventative maintenance of all AV related equipment completed
August	Distributed 2006 Resident CD to resident students during freshman move-in
September	Installed ceiling mounted projector with cable TV access in the Titan Dining Room
September	Established direct cable TV feed from Reno to the Student Union

September Established second TitanTV cable channel and moved both channels to the top end of the dial, TitanTV 60 and TitanTV 61

September Roll-out of Outlook Web Access to Exchange 2003 users

September Rewrote in-house UDM2000 ID card solution to operate in a Windows XP environment and replaced printer with an Evolis Pebble

September Installed ceiling mounted projectors in the two largest classrooms, Chemistry 114 and Life Sciences 113

September Retired and reallocated five HR Kronos servers

September Conducted Time and Attendance training sessions on behalf of HR to the University community at large

September Installed WIFI in the Ward Conference Center Ontario Ballroom

September Relocation of IT closet within Facilities Service Building

September Expanded number of WIFI access points at Law School for more complete classroom coverage

September Rewrote the FAO check printing process

September Implemented Blackboard course auto-archiving capability

October Implemented PCard solution for Purchasing

October Implemented TMS solution for Student Accounting Office

October With the permission and assistance of Trinity Health Care, moved McAuley Nurse Managed Center onto in-house wiring solution and established connectivity for Pharmacy

November Upgraded EMAS to APECS process with additional fields and test scores

November Established www.ipliprogram.com

November Upgraded student e-mail system and expanded quotas to 25M

November Installed ceiling mounted projector in Briggs 310

December Implementation of web-based Assessment system for Assessment committee

December Upgraded Anti-Spam solution to new appliance

December Migrated www.detroititans.com to new server

December Migrated www.udmercy.edu to new server

December Upgraded Education and C&F labs to 1GB RAM

December Completed roll out of 175 Dell GX620's through the Refresh/Recycle program

December AVP for Information Technology Services appointed to lead ITS department

2007

January Installed ceiling mounted projectors in all Briggs classrooms on the 1st, 2nd and 3rd floors

January Upgraded all 17 multimedia podiums from 256MB of RAM to 1GB of RAM

January Installed SMTP server with persistent queue to persistently deliver e-mail to domains throttling incoming messages (ie. Yahoo)

January Built-in sound system and VCR/DVD combo installed in LS113 to provide a movie theater-like atmosphere

January Installed sound systems in Titan Dining Room with cable TV audio feed

February SunGard Banner selected as ERP system to replace all other systems on campus

February Notebook/tablet program approved for Architecture, Digital Media Studies, Engineering and Science

February Internet bandwidth increased from 20M to 30M

February Calihan cash register system upgraded

March Decision to close Education lab finalized to take place at end of Term II

March Addition of Enterprise Application Project Manager position to department

April Redesign of server room and installation of Sun SPARC systems with 12 Terabyte SAN solution

May Hosted first E-Recycle day

May By contest, ERP project renamed TitanConnect project

May Briggs 245 setup as TitanConnect training room

May Acquired and installed enterprise level KVM for remote management of all servers

June Facilities installed new air conditioning unit in server room

June Setup an online Human Resource helpdesk system

July Upgraded mailborder.udmercy.edu solution to v6.0

July E220 ceiling mounted projector and sound system installed

August New voice-mail solution selected

August	Vendor selected for Dental wiring project
August	Reconfiguration of dorm network for equitable distribution
August	Resident CD 07-08 released
August	Engineering/Science/Architecture/DMS voluntary notebook program setup for freshman
August	Ceiling mounted projection added to E134, E120 and E320
August	Blackboard upgraded to v7.2 and migrated to new system for 07-08 with courses archived and retained from TIII 06-07 and T1 07-08
August	Upgraded Engineering from general WIFI coverage to classroom level coverage
August	Implemented WSUS services
September	Internally processed freshman student tablet/notebook software load set for Engineering & Science, Arch and DMS programs
September	WIFI connectivity to the Gardella Honors Chapel
September	WIFI connectivity to the President's Dining Room
September	Implemented SMS reporting services
September	Migrated Academic Affairs office to TitanNet and Exchange