

INFORMATION TECHNOLOGY SERVICES

Year Founded: 2003

Edward G. Tracy II, Director

Over the past year, Information Technology Services (ITS) has had the privilege of working with many departments at the University to provide the technological resources, services and infrastructure to our user community.

ITS consists of Administrative Computing services, Academic Computing services, Helpdesk services, Audio/Visual and Classroom Support services, Networking services, Web services, Telecomm services and, Pre-Purchase and Inventory services.

Academic Year 2005-2006 was the year...

...ITS installed WIFI access in the Architecture, Chemistry, Life Sciences, Callahan Hall, Reno Hall, Shiple Hall, North Quad, South Quad, East Quad and West Quad buildings in partnership with Engineering, Architecture and CLAE. Today, 100% of all academic teaching spaces have general level WIFI coverage

...ITS upgraded the WIFI bridge between OD and MCN from 11MB to a 45MB bridge in partnership with the School of Dentistry

...implemented an enterprise level SPAM solution for student and employee e-mail accounts that daily identifies an average 75% of incoming messages as SPAM and redirects them away from UDM accounts

...brought online TitanTV, UDM's own cable TV station available to dorm students and wherever there is cable TV access on the McNichols campus

...upgraded the University Internet network bandwidth from 10.5M to 20M

...installed 150 new systems through the Refresh/Recycle program and upgraded another 200 systems

...upgraded all Pentium II computers to Pentium III computers

...upgraded all CRT monitors to 17" or greater in size

...upgraded all employee e-mail accounts from 10MB to 100MB

...installed the TitanNet server to replace the aging Jupiter server for Windows based home and group directory services

...installed a three terabyte SAN server to accommodate the need for more online storage and a high-speed tape backup solution to backup that amount of data

...installed the EPolicy Orchestrator McAfee management console to better manage anti-virus prevention across the University

...reduced the number of outstanding open Telecomm tickets to just six

...setup a small Information Assurance Security lab in partnership with the CIS program

...initiated an Administrative Computing User group open to all

- ...installed four new bright-red emergency “blue phones” visible near the Engineering, CHP, Reno and C&F buildings
- ...distributed complimentary virus protection to all resident students that significantly reduced the number of University wide virus infections
- ...closed both Briggs labs and turned the space back over to the University
- ...installed a web-based facility request ticket management system in partnership with Facilities Management
- ...installed the infrastructure for the Business and Finance’s new OLAP management solution
- ...rolled out Weblink Finance allowing users to view purchase order information online
- ...created a 48 station mobile computing notebook lab schedulable for delivery to accessible locations on the McNichols campus
- ...offloaded 20 pallets of unusable IT equipment to an eco-friendly recycler
- ...dropped the internal price for video conferencing to just \$8/hr
- ...completed over 11,000 AV deliveries
- ...hosted over 800 class sessions within the ITS labs
- ...resolved the long outstanding caller-ID issue at the Law school
- ...resolved the long outstanding main-line call forwarding issue for the Dental school
- ...made blogging services available to faculty on their institutional internet sites
- ...upgraded the Listserver to a newer version on better hardware
- ...implemented a community based collaboration server for use by committees seeking online forum resources
- ...brought Engineering and Business schools into UDM’s course evaluation system
- ...installed a new content management system in partnership with the Advancement division and the Marketing and Public Affairs department
- ...completed an 18 month project to relocate the Telecomm head-end from the OD Admin building to the Ward Conference Center allowing Telecomm services to exist on the OD campus once the OD Admin building came down

What’s On Our Agenda for this Upcoming Year?

- ...installation of more ceiling mounted projectors in classrooms
- ...installation of kiosk stations throughout the dorms
- ...upgrading of the Engineering, Student Union and Architecture computing labs
- ...upgrade of Blackboard Basic to Version 7

and much, much more...

For a more complete list of ITS’ past, present and future initiatives, please visit <http://it.udmercy.edu/initiatives.html>