

INFORMATION TECHNOLOGY SERVICES

Year Founded: 2003

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

One could say UDM had a Banner year this past year. Through the work of many people across the University, a major decision was reached to acquire and implement an integrated enterprise wide information system by the President and his council. Known as project TitanConnect, ITS will work with all areas of the University to convert existing systems into the new solution with the goal of improving the quality of service to our University community.

In addition to the work on the TitanConnect project, Academic Year 2006-2007 was the year ITS...

- ...retooled the Student Union, Engineering and Architecture computing labs
- ...retired the Education computing lab
- ...upgraded to Blackboard Basic version 7
- ...installed ceiling mounted projectors in all Briggs 1st, 2nd and 3rd floor classrooms, LS 113 and Chem 114 and the Titan Dining Room reaching 50% completion of all teaching spaces
- ...worked with the faculty of the Architecture and Engineering & Science schools to develop a tablet/notebook program for students and faculty
- ...authored a web-based assessment solution for the Assessment committee
- ...blocked 45,732,439 SPAM messages from a total 54,509,064 e-mail messages (84% spam rate)
- ...hosted an E-Recycle day where 10 pallets of equipment were properly disposed

What's On Our Agenda for this Upcoming Year?

- ...TitanConnect Finance Go Live
- ...TitanConnect portal with new e-mail
- ...TitanConnect work on HR, Student, FAO and Advancement
- ...upgrading more classrooms
- and much, much more...

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