



University of North Carolina at Wilmington

INFORMATION TECHNOLOGY SYSTEMS DIVISION

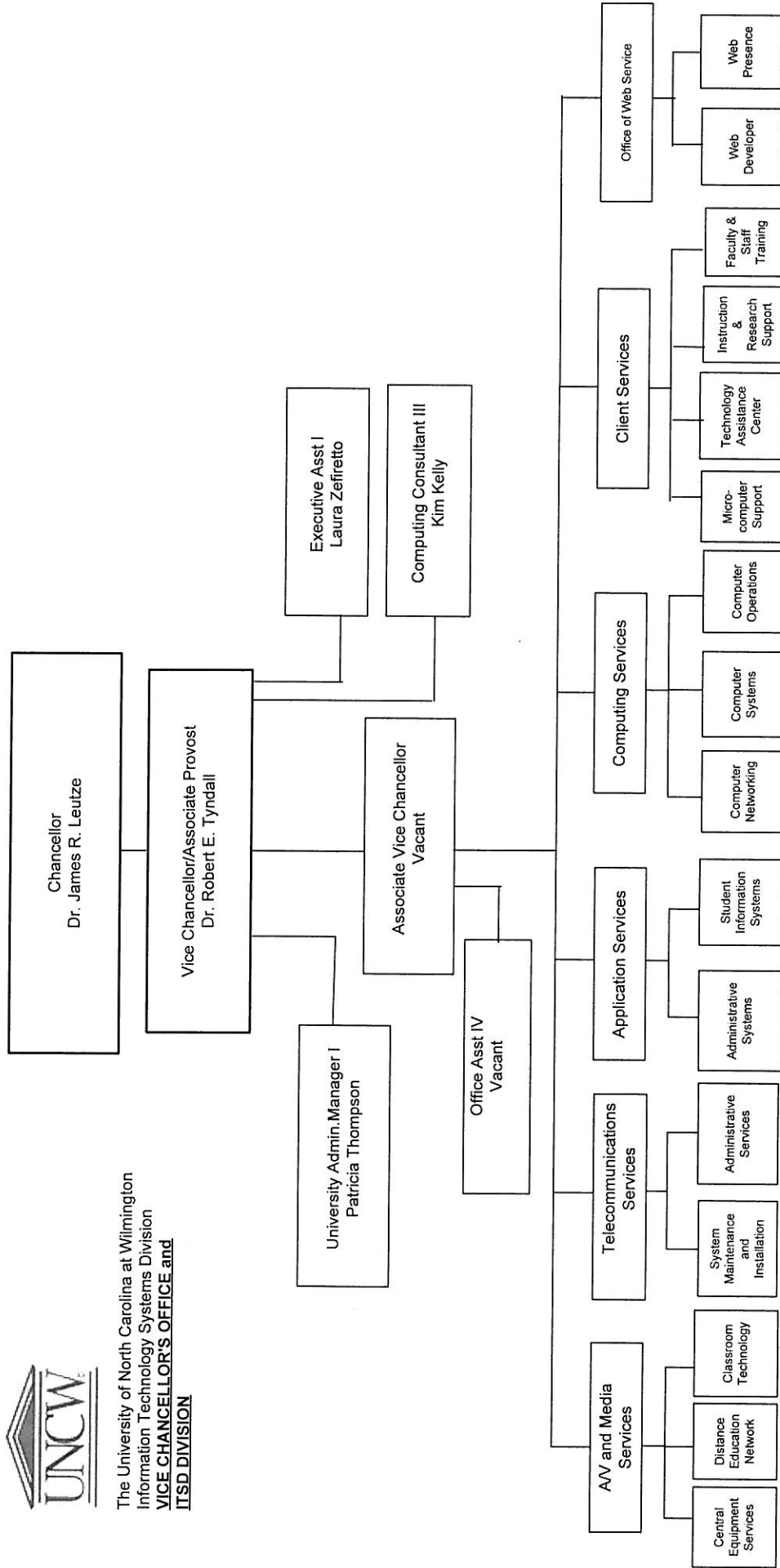
Organization and Policy Guide

January 2002 – June 2003

ITSD General Staff Briefing
Dr. Robert E. Tyndall
Fall 2002



The University of North Carolina at Wilmington
 Information Technology Systems Division
**VICE CHANCELLOR'S OFFICE and
 ITSD DIVISION**



Department of
Application Services



September 20, 2002


University of North Carolina at Wilmington
INFORMATION TECHNOLOGY SYSTEMS DIVISION

Department of Application Services

The Department of Application Services ensures consistency and quality in the development, implementation, distribution, and support of software solutions supporting campus wide data management needs at the division, school, department or other administrative unit level. Expertise is provided by the department to assist administrators with aligning their specific needs and goals with appropriate information management software solutions which are responsive to the demands of the client and address the mission and goals of the University. Application Services' development services provide custom solutions to client data management needs as necessary. UNCW units seeking to purchase or to develop an application shall coordinate these efforts with the Director of Application Services. The work of the department can be summarized under eight service functions that follow:

- To exercise administrative coordination and management authority over the design, development, implementation, and support of administrative application solutions.
- To serve as the primary consultant to the university community in the planning, review, authorization, and purchase of administrative software solutions.
- To provide programming and database services for the development, integration, implementation, enhancement, and operational support of UNCW administrative applications.
- To provide business and feasibility analysis to users related to the automation of manual processes and the enhancement/modification of existing processes.
- To deliver or coordinate training of user/client personnel to ensure effective utilization of administrative software solutions.
- To provide services to support the reporting and data-extraction needs of the users of major administrative systems to include training, technical support, and ad hoc reporting/data extraction.
- To provide security administration for major administrative systems.
- To provide technical and functional services required for the administration of software solutions.

The chief administrative officer for the department is the Director of Application Services. The director is charged with authorizing all enterprise, broad software applications. The Department of Application Services is in the Information Technology Systems Division under the purview of the Vice Chancellor for Information Technology Systems.


Date 9/1/02

Dr. Robert E. Tyndall
Vice Chancellor for Information Technology Systems



Dr. James Leutze
Chancellor for UNCW

Application Services – ITSD Goals January 2002 – June 2003

Application Services has established four goals which projects and objectives for the next twelve to eighteen months have been linked. The goals with the linked objectives follow. In some cases, an object may be linked to one or more goals. In such a case, when an object is linked to multiple goals, the secondary goal number will follow the objective. Completed or no longer valid

Completed or no longer applicable

1. **To ensure the development and implementation of applications and systems that provide user- and client-centric services that are both scalable and sustainable**
- *Develop expertise in standard development tools to be used for the migration of the SCT Plus2000 Administrative Systems to a new platform and the development of in-house applications, ensuring that systems and applications are developed, enhanced and maintained to the highest possible degree by a team of skilled analysts and programmers*

*Ongoing
through
2003*

Strategy

1. Develop expertise in SQL server in order to better support the increasing number of applications that require the use of MS SQL as its database. MS SQL, Active Server Pages and Visual Basic have been identified as the tools of choice for small web applications.
2. Develop expertise in Active Server Pages and Visual Basic. These web development tools will be used in the development of in-house web applications.
3. Develop programming expertise in Oracle to prepare for the migration of the SCT Plus2000 suite of administrative applications to a new platform.
4. Develop DBA expertise for support of Oracle RDBMS used for SCT Banner solutions and datamart/datawarehouse.

Evidence of Completion

- Two or more developers demonstrate their ability to use MS SQL in a development project.
- One or more persons have significant training to be the department resource for MS SQL.
- Two or more developers demonstrate their ability to use ASP and VB in the development of an application.
- A minimum of 1 person has significant training to be the department resource for VB and ASP.
- A minimum of one developer has completed the 3 Oracle developer courses and is working with Oracle in an implementation project.
- Programmer Analyst has attended minimum of 4 Oracle DBA classes and is supporting a minimum of one production Banner system.

**Due Date/
Status**
August
2002
Complete
/June 2002

August
2002
Complete
/June 2002
July 2003

December
2004

Application Services – ITSD Goals January 2002 – June 2003

A developer has completed the first 2 of 5 Oracle DBA courses and is working with the Oracle developer and Systems DBA in preparation for the Banner migration.

- *Develop expertise in the use of CONNX ODBC software to facilitate the integration of data between NT and Open/VMS and to create the security hooks on the Open/VMS platform to ensure that the use of the software adheres to the security constraints of the SCT administrative systems.*

March 2002
Complete/June 2002

Strategy

Evidence of Completion

**Due Date/
Status**
December 2001
Complete
January 2002
NA

- | | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|
| <ol style="list-style-type: none"> 1. Test use of CONNX with Resource 25. | <p>Resource 25 uses CONNX to extract SIS classes successfully.</p> | <p>February 2002
Complete
/June 2002
May 2002
NA</p> |
| <ol style="list-style-type: none"> 2. Pilot CONNX with OIR to provide ODBC access to SCT data from other platforms utilizing the security mechanism that restricts access to the systems when the systems are down for batch processing and maintenance. | <p>OIR demonstrates the successful use of CONNX to access data securely.</p> | |
| <ol style="list-style-type: none"> 3. Pilot applications that access SCT data files to ensure the security works. | <p>One or more applications demonstrate the successful use of CONNX to access SCT data securely.</p> | |
| <ol style="list-style-type: none"> 4. Deploy the security mechanism to all SCT systems to provide ODBC and CONNX capabilities for accessing SCT files. | <p>CONNX capabilities are deployed successfully to all SCT systems.</p> | |

Application Services – ITSD Goals January 2002 – June 2003

- *Address current issues with alpha web server Purveyor.*

June 2003

Strategy

Evidence of Completion

**Due Date/
Status**

1. Test Purveyor for functionality under Open/VMS 7.1-2.
7.1-2. Purveyor works with Open/VMS 7.1 -2 successfully.

2. If Purveyor test is unsuccessful, OSU web server will be used for 7.1-2 and current applications using Purveyor will be migrated to OSU.

Applications will be successfully migrated to OSU server – EPRINT, DAIN, and HR Online if necessary.

3. Remove applications that use Purveyor by either converting to another web server not residing on the Alpha or finding alternate methods to perform application.

Identify applications to be migrated and establish migration plan.

All applications using Purveyor have been removed from Alpha and converted to NT platform.

Test successful
/May 2002
October 2003

- *Expand documents imaging capabilities to the campus.*

June 2003

Enterprise-wide documents imaging capabilities have been postponed for further consideration until after the implementation of Banner Finance. This was agreed upon by the Director of Application Services and the Associate VC of Business. Future consideration will be given to the SCT Xtender solution based upon funding.

Strategy

Evidence of Completion

**Due Date/
Status**

1. Determine if ImageNow capabilities fit Business Affairs needs. If not, identify other system that would be a better fit.

A written document from Business Affairs to Application Services indicates that they have studied ImageNow and other imaging systems identifying which imaging system they feel is appropriate for their use.

February 2002
Postponed for future consideration

**Application Services – ITSD
Goals January 2002 – June 2003**

2. Develop a joint budget proposal requesting resources, to include an imaging administrator position, for Accounts Payable and Admissions imaging implementations.	A joint budget proposal has been created to support the imaging administrator position or Admissions and Business Affairs has indicated to Application Services that they do not wish to pursue the ImageNow imaging solution at this time.	March 2002 NA
Based upon available funding:		
3. Hire an imaging system administrator and acquire hardware/software required for Accounts Payable and Admissions implementations. Begin training this person to take over the Financial Aid imaging responsibilities and to prepare to implement imaging in Accounts Payable and Admissions.	An imaging system administrator has been hired and training has begun with the Financial Aid imaging person Equipment has been acquired and installed.	July 2002 NA
4. Implement ImageNow in Accounts Payable and Admissions.	The implementation project has been signed off as completed indicating that the office has the capabilities to use the software.	March 2003 NA
5. Determine other areas to expand usage of documents imaging and revise plan for expansion.	A study has been performed to determine where to expand imaging and a report from the study submitted to Application Services.	July 2003 NA

- *Migrate the current SCT/Plus2000 administrative systems to SCT/Banner platform providing web-based functionality for back-office users and a web-interface for students, faculty, staff and constituents. (Goal #1 and #2)*

Strategy	Evidence of Completion	Due Date/ Status
1. Gain user support for migration to the SCT Banner platform through demonstrations with SCT and Alliance.	Demonstrations have taken place and the participants surveyed to determine their satisfaction.	March 2002 Complete
2. Hire DBA/systems programmer position in Computing Services.	A DBA/systems programmer has been hired.	/March 2002 March 2002

Application Services – ITSD Goals January 2002 – June 2003

3.	Begin Oracle training for DBA and DAS programmer /analyst.	Training has been planned, scheduled and some courses taken for the developer(s) and DBAs.	December 2002
4.	Obtain funding for migration of Banner Alumni/Finance to include additional licensing, consulting, training, Oracle RDBMS, and hardware.	The migration to Banner Alumni/Finance has been funded by the University Cabinet.	October 2002
Based on available funding:			
5.	Develop migration plan for conversion to Banner Alumni.	A migration plan has been developed and signed off by Application Services, Business Affairs and University Advancement.	May 2003
6.	Develop migration plan for conversion to Banner Finance.	A migration plan has been developed and signed off by Application Services, Business Affairs and University Advancement.	May 2003
7.	Purchase and install Oracle, additional modules for ADS, and hardware required for ADS conversion.	Hardware and Oracle software are installed.	January 2002
8.	Begin implementation of Finance and Alumni to Banner.	Banner Finance and Alumni has been installed and implementation/migration training begun.	June 2003
9.	Go live with Banner Alumni.	ADS has been converted to Banner Alumni. Banner Alumni is in production.	September 2004
10.	Go live with Banner Finance.	FRS has been converted to Banner Finance. Banner Finance is in production.	July 2004
11.	Complete implementation of ADS to Banner Alumni.	All Alumni processes have been converted to Banner.	July 2005
12.	Complete implementation of FRS to Banner Finance.	All Finance processes have been converted to Banner.	July 2005

**Application Services – ITSD
Goals January 2002 – June 2003**

2. To create and support applications and services supportive of students, faculty, staff and alumni.

- *Provide a user-centric portal that supports services for prospective students through the collaborative project with the Shared Services Alliance, Western Carolina University and Appalachian State University. (Goal #2 and #3)*

*June 2003
On Hold*

PSP is on hold pending WCU implementation and the development and implementation of deployment strategies for PSP to UNCW and Appalachian State.

Strategy	Evidence of Completion	Due Date/ Status
<ol style="list-style-type: none"> 1. Begin testing PSP pilot at WCU to cleanup development bugs, develop documentation and implementation strategies. This will be done by the Alliance developers and WCU. 2. PSP has been installed at WCU and testing begun. 3. Perform gap analysis of PSP at UNCW and develop implementation plan for UNCW based upon the needs of UNCW. 4. Begin implementation of PSP at UNCW. 5. Develop additional applications required as determined in gap analysis. 6. Go live with Phase I of PSP. 	<p>PSP has been installed at WCU and testing begun.</p> <p>PSP is in production at WCU.</p> <p>A gap analysis of processes at UNCW that will be required for PSP implementation has been prepared and a signoff has been received from necessary departments.</p> <p>PSP has been installed into test at UNCW.</p> <p>Applications required from gap analysis are successfully developed to interface with PSP.</p> <p>Phase I of PSP has been implemented successfully.</p>	<p>January 2002 Complete/ January 2002</p> <p>May 2002 November 2002</p> <p>December 2002 June 2003</p> <p>August 2003</p>

**Application Services – ITSD
Goals January 2002 – June 2003**

<ul style="list-style-type: none"> ● <i>Rewrite the Campus-wide Intramural program utilizing MS SQL server, Active Server Pages, and IIS server.</i> 	<p><i>June 2003</i></p>
<p>Strategy</p> <ol style="list-style-type: none"> 1. Design, develop, test and deploy Campus-wide Intramural’s application. 	<p>Evidence of Completion</p> <p>Application successfully deployed to campus community.</p>
<ul style="list-style-type: none"> ● <i>Expand electronic forms functionality in HR Online.</i> 	<p><i>March 2003</i></p>
<p>Strategy</p> <ol style="list-style-type: none"> 1. Implement HR 130 form 2. Implement the HR 160 form. 3. Convert existing forms to run under IIS server. 	<p>Evidence of Completion</p> <p>Application successfully deployed and performing as designed.</p> <p>Application successfully deployed and performing as designed.</p> <p>Application successfully deployed and performing as designed.</p>
<ul style="list-style-type: none"> ● <i>Implement and support the Remedy Help Desk system for ITSD departments and affiliated staff.</i> 	<p><i>April 2003</i></p>
<p>Strategy</p> <ol style="list-style-type: none"> 1. Upgrade Remedy server to Version 5 and web-enable Help Desk application. 2. Determine specifications for telecommunication’s 	<p>Evidence of Completion</p> <p>Server and application are upgraded and in use by Help Desk and computer consultants.</p> <p>Statement of system specifications and costs</p>
	<p>Due Date/ Status</p> <p>January 2003</p>
	<p>Due Date/ Status</p> <p>January 2002 Complete /December 2002 September 2002 October 2003</p>
	<p>Due Date/ Status</p> <p>July 2002 On hold for budget</p>
	<p>Due Date/ Status</p> <p>April 2002</p>

Application Services – ITSD Goals January 2002 – June 2003

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|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|
| <p>work order system.</p> <p>3. Implement Telecommunication’s work order system.</p> <p>• <i>Develop expertise in Payment Gateway technology in order to provide a centralized method for performing web-payment for web applications.</i></p> | <p>associated with development of system received from Strategic Technologies.
Phase I of Telecom Remedy system developed and deployed.</p> <p><i>July 2003</i></p> | <p>Complete
/May 2002
November
2002</p> |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|

Strategy

Evidence of Completion

**Due Date/
Status**
December
2002

August 2003

August 2002

1. Develop a web-enabled application that uses Payment Gateway and is not accessed through “Web for” applications.
2. Second web-payment application has been identified and developed.
3. Model for use of Payment Gateway has been developed, tested and documented as standard method of doing web payment.

Web housing application has incorporated web-payment.

Application has been identified.
Application has been developed.
Model has been documented in DAS procedures manual..

- *Provide students, prospective students and faculty with expanded web-services through SEAWEB, Campus Pipeline, and Prospective Student Portal.*

Strategy

Evidence of Completion

**Due Date/
Status**
September
2002

1. Develop model for mentoring and supervising student programmers to assist in the development of stand-alone web applications for individual departments needing support from DAS. This will expand the base of applications across campus and meet the needs of smaller departments.

Model has been developed and procedures added to the DAS Procedures Manual.

Application Services – ITSD Goals January 2002 – June 2003

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|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|
| <p>2. Complete the development and implementation of a GPA calculator to be used by enrolled students to better predict the grades that they need in classes in order to meet required GPAs for particular majors and graduation.</p> <p>3. Develop a web-enabled housing application that integrated with SIS and PSP.</p> | <p>GPA calculator application has been successfully added to the SEAWEB menu.</p> <p>Housing application has been successfully added to the SEAWEB menu.</p> | <p>May 2002
Complete
/July 2002</p> <p>July 2003
Complete
/July 2002</p> <p>March 2003</p> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|
- *Convert the grant model Campus Pipeline portal to the non-advertising model and expand services provided on the portal.*

Strategy

Evidence of Completion

- | <p>1. Install CP version 3.1 and convert production to new release.</p> | <p>CP version 3.1 has been installed in production and students are successfully using it.</p> | <p>Due date/
Status
August 2002</p> |
|----------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|
| <p>2. Develop an ongoing training plan for faculty and students in the use of Campus Pipeline.</p> | <p>A training plan has been developed and a training schedule published.</p> | <p>July 2002</p> |
| <p>3. Investigate use of Campus Pipeline bulletin board for campus use eliminating use of Web Board.</p> | <p>A plan has been developed and a schedule for migrating from Web Board is in place.</p> | <p>December 2002</p> |
| <p>4. Expand on targeted messaging and announcements capabilities available within CP to students, faculty and alumni.</p> | <p>Procedures have been developed and target messaging/announcement capabilities are being utilized by a minimum of 5 offices.</p> | <p>December 2002</p> |
| <p>5. Investigate other uses of CP and develop plan for enhancements and implementations.</p> | <p>A plan has been developed for future uses for CP.</p> | <p>March 2003</p> |

- *Investigate the use of IBI's Web FOCUS, a web-enhancement to FOCUS, offering web-enabled reporting with drill-down capabilities, considering its ease of use, end-user interest and expanded capabilities.*

Further investigation of WebFOCUS is dependent upon Datamart/data warehousing decisions related the Alliance initiative in this area.

October 2002

**Application Services – ITSD
Goals January 2002 – June 2003**

Strategy	Evidence of Completion	Due Date/ Status
<ol style="list-style-type: none"> 1. Invite IBI to UNCW for demo of Web FOCUS. Include a Chapel-Hill demo that shows how they have deployed it across their campus. This demo is to be used to determine if the campus community is seriously interested in using Web FOCUS and if they are willing to support its implementation and costs. 2. Identify and document the technical considerations involved with the implementation of WebFocus. 3. Develop document on WebFocus identifying its use at UNCW. Include recommendations as well as projected use and budgetary requirements based on recommendations. 	<p>The demo has taken place and the user community surveyed to determine interest in Web FOCUS.</p> <p>IBI has prepared a technical specifications document identifying needs for Web Focus at UNCW.</p> <p>A white paper on WebFocus has been developed as specified. Not applicable because of GA Alliance datamart initiative.</p>	<p>December 2001 Complete/ December 2001</p> <p>March 2002 Complete /June 2002</p> <p>September 2002 NA</p>
<ul style="list-style-type: none"> • <i>Expand upon use of Eprint.</i> 		<p><i>April 2002 Complete /June 2002</i></p>
<p>Strategy</p> <ol style="list-style-type: none"> 1. Investigate the need for Eprint with the Student Information System and Alumni Development System for standard SCT reporting. 2. Develop expertise in DAS to support Eprint for SIS/ADS; identify reports for Eprint; begin migration of reports to Eprint. 3. Convert designated reports from SIS/ADS to 	<p>Evidence of Completion</p> <p>Develop a list of reports from SIS and ADS to use Eprint.</p> <p>The migration of Eprint is underway.</p> <p>All reports in the original list have been migrated to</p>	<p>Due Date/ Status</p> <p>November 2001 Complete/ December 2001</p> <p>January 2002 Complete /January 2002 February 2002</p>

Application Services – ITSD Goals January 2002 – June 2003

<p>Eprint.</p> <p>4. Identify and convert select Focus reports in SIS/ADS to Eprint.</p> <p>5. Investigate other uses of Eprint within the SCT suite; identify specific reports or needs and develop plan for providing support.</p>	<p>Eprint.</p> <p>A list of select Focus reports have been identified and converted.</p> <p>A list of other uses of Eprint have been identified and a plan developed.</p> <p>E-print has been identified as a standard print option for consideration.</p>	<p>Complete/ April 2002</p> <p>Complete /June 2002</p> <p>August 2002 NA</p>
--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------

- *Support the development and enhancement of web-enabled applications to support Financial Aid.*

*December
2002*

*Complete
/July 2002*

Strategy

Evidence of Completion

<p>1. Support FA's student programmers to ensure that Financial Aid is able to enhance their web services while ensuring that the applications developed meet the development standards set forth by Application Services for ColdFusion applications and access to student information.</p> <p>2. Expand SEAWEB to include additional award information and enhanced capabilities for links with missing information letters.</p> <p>3. Provide email distribution of award letters and MILs eliminating the majority of printed letters and reducing printing costs significantly.</p>	<p>FA applications have been successfully moved to production.</p> <p>SEAWEB FA award information has been expanded. Additional links for missing information letters have been added to SEAWEB.</p> <p>Project to provide this capability has been completed successfully.</p>	<p>Due Date/ Status</p> <p>March 2002 Complete /March 2002</p> <p>May 2002 Complete /July 2002 May 2002 Complete /June 2002</p>
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**Application Services – ITSD
Goals January 2002 – June 2003**

<p>4. Provide capabilities for students to accept/reject award via web eliminating paper work within FA office and reducing face time with counselors – overall improving services for students.</p>	<p>Students are able to successfully accept/reject awards via SEAWEB. SCT will provide this enhancement in Fall 2002.</p>	<p>December 2002 NA</p>
<p>• <i>Investigate the use of data warehousing capabilities with SCT administrative systems to increase the reporting capabilities and accessibility of critical data for both campus end-users and campus client base such as students, alumni, and employees.</i></p> <p>Further investigation into data warehousing and datamarts will be in conjunction with the Alliance.</p>		
<p style="text-align: center;">Strategy</p>		
<p>1. Study the needs for data warehousing at UNCW by the Committee on Application Services. Prepare recommendations for the VC of ITSD.</p>	<p>Recommendations have been prepared for VC of ITSD. GA Alliance has initiated a Datamart initiative for the 16 campuses.</p>	<p>Due Date/ Status April 2002 NA/June 2002</p>
<p>• <i>Develop an outsourcing emergency option to assist with the development of priority projects as necessary.</i></p>		
<p style="text-align: center;">Strategy</p>		
<p>1. Identify other universities with similar outsourcing models and request information about each model.</p>	<p>A list of 5 universities that have outsourcing models have been identified and information received about their model.</p>	<p>Due Date/ Status June 2002</p>
<p>2. Identify possible uses of an outsourcing model at UNCW.</p>	<p>A list of possible outsourcing uses has been compiled.</p>	<p>July 2002</p>
<p>3. Determine the best practices in outsourcing from other schools.</p>	<p>Develop a list of best practices in outsourcing.</p>	<p>July 2002</p>
<p>4. Develop UNCW outsourcing model that can be used for project development.</p>	<p>A model has been developed and documented.</p>	<p>September 2002</p>

**Application Services – ITSD
Goals January 2002 – June 2003**

- *Convert Telecommunication's applications to a web-based environment to ensure the ease of use and improved services. (Goal #1)* *March 2003*

Strategy

1. Evaluate and design application; determine resources needed to complete the project.
2. Develop and implement the application.

Evidence of Completion

- Design of plan successfully completed and resource specifications developed.
Application successfully developed and deployed.

**Due Date/
Status**
October 2002
March 2002

3. **To establish collaborative partnerships with entities, on campus and off, to ensure the development and implementation of applications which integrate with university administrative systems to provide new or enhanced services to students, faculty and staff.**

- *Provide technical advice and support for the collaborative E-Procurement project to ensuring continual functionality to users and sustainability of the integration software, and to provide implementation and maintenance support of the integration software.* *Project on hold by State*

This objective is no longer valid considering the changes in strategies at the State level.

Strategy

1. Develop software between Plus 2000 and State E-Procurement system (SCT/NC). This will be developed by SCT in conjunction with Ariba, the developer of the NC E-Procurement system.
2. Develop a strategy for testing the E-Procurement interface with FRS.
3. Test E-Procurement interface and identify problems and modifications that will be required on FRS environment for implementation. Develop implementation plan.

Evidence of Completion

- Software has been developed.
Strategy has been developed and document prepared defining testing strategy.
A document has been prepared that includes E-Procurement problems and modifications needed to include an implementation plan and schedule.

**Due Date/
Status**

**Application Services – ITSD
Goals January 2002 – June 2003**

- 4. Implement E-Procurement interface and train campus to use E-Procurement System. E-Procurement is in use on Campus.
- *Work collaboratively with Business Services to develop and implement an authentication and authorization scheme to be used with electronic forms and administrative applications. (Goals #1 and #3)* **June 2003**

Strategy

1. Work with Computing Services to develop directory schema that will be used for authentication in to the campus and campus applications.
2. Determine data and data sources required to populate the directory server for faculty and staff and method to keep it up-to-date. Develop data feeds and procedures to maintain the data in the directory server.
3. Determine data and data sources required to populate the directory server for students and method to keep it up-to-date. Develop data feeds and procedures to maintain the data in the directory server
4. Identify directory server capabilities and uses for campus and develop baseline standards for the server.
5. Integrate application authorization/authentication with directory server within Application Services and Business Services.
6. Expand use of directory server capabilities across campus applications and systems.

Evidence of Completion

- Successful completion measured by presence of a production directory schema.
- Data feeds from HRS successfully completed and implemented.
- Data feeds from SIS successfully completed and implemented.
- Directory Server capability and standards developed and documented.
- Application Services has successfully completed application(s) that utilize the directory server to authenticate users.
- Documentation and procedures are in place to enable future applications and services to use directory server.

**Due Date/
Status**
May 2002

August 2002

July 2003

June 2003

June 2003

**Application Services – ITSD
Goals January 2002 – June 2003**

4. To establish and implement a project management model within Application Services that ensures the systematic and effective implementation of projects, provides accountability between projects and programming staff, and provides project tracking to the department and university management.
- *Develop project management methodology to be utilized by Application Services managers for the implementation and development of major projects.*

December 2002

**Due Date/
Status**
June 2002
Complete
/June 2002
July 2002

July 2002

September 2002
October 2002

Evidence of Completion

Strategy

- | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ol style="list-style-type: none"> 1. Integrate the project database with the programmer tracking database. Develop automatic monthly reports and graphs by team and department. 2. Continue to revise the project tracking system to provide additional web-enabled reporting capabilities and functionality. 3. Investigate UC Davis project management model, identify best practices, and determine how to utilize concepts for project management at UNCW. 4. Attend project management training for director, and possibly managers. 5. Develop UNCW project management model. | <p>The project and tracking databases are successfully integrated. Standard reports have been developed.</p> <p>Additional reports and capabilities have been identified.</p> <p>The project system has been successfully modified.</p> <p>A list of best practices have been identified and documented.</p> <p>A plan for implementing these practices is in place.</p> <p>The director and managers have attended project management training.</p> <p>A project management model has been developed.</p> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Staff Tasks Application Services Department

	Rob Ballantine	Slayde Barnes	Jeanne Cole	Alex Cougarman	Amy Davis	Kathy Dennis	Art Goodwin	Betsy McIntosh	Don Sloan	Patty Stugg	Sandie Sue
Alumni Development System Support								S		P	
Alumni Development System TOS's		S		S						P	
Campus Pipeline Portal	P							P			
Cold Fusion Systems Admin.			P						S		
Connx							S		P		
DAIN							P		P		
Departmental Web Site				S							P
Digital Imaging Database	P			S							
EDI.Smart								P			
Financial Records System			S						P		
General Reporting (FOCUS/Crystal)						P					
High School Labels			P						S		
HR Online			S				P				
Human Resource System			P				P				
Intramurals							P		S		
Interactive Voice Response System-IVR								P			S
IVR Tables and Voicing								S			P
Orientation		S						P			
Out Dialing					P						S
Payment Gateway		S						P			
Prospective Student Portal	P										
Quizmaker			P						S		
Remedy					S				P		
Resource 25			S						P		

Codes: P=primary S=secondary B=backup

	Rob Ballantine	Slayde Barnes	Jeanne Cole	Alex Cougarnan	Amy Davis	Kathy Dennis	Art Goodwin	Betsy McIntosh	Don Sloan	Patty Stugg	Sandie Suc
Server Administration/Application Service			P							S	
Sponsored Programs				S					P		
Student Information System Support	P	S						P		P	
Student Information System TOS's		P		S				S			
Surveys			P						S		
Telemate					P						
Web for Student/Faculty	S							P			
SIS/ADS Screen and DBD Maintenance								S			P
DBA Responsibilities	P										

Codes: P=primary S=secondary B=backup

Department of
AV/Media Services



September 20, 2002

University of North Carolina at Wilmington
INFORMATION TECHNOLOGY SYSTEMS DIVISION

Department of Audiovisual/Media Services

The Department of Audiovisual/Media Services was established to provide audiovisual services for university activities, programs, functions, and departmental events when requested and approved by appropriate university officers and to support classroom technology. The primary functions of the unit are as follows:

- To manage the UNCW Central Equipment Inventory which is intended to provide audiovisual equipment and services which are too expensive or technical for individual departments to purchase or support. The unit will respond to requests on a sign-in basis and will limit support to requests filed by administrators at the level of department chair and above. This is a centralized equipment supply, support and maintenance operation with limited emphasis on production. To ensure that these services are not duplicating other services, the unit will handle only select and unique equipment needs rather than provide general services. The unit will also advise persons seeking to purchase equipment.
- To support special events such as national speakers, conferences, programs and institutes. Services may include assignment of technicians to set up, take down, or operate equipment.
- To assist academic units in developing hypermedia classroom environments through the ordering and installation of equipment in compliance with the university campus baseline for instructional technologies as defined in The Classroom Technology Assistance Plan. The unit supports and maintains these environments.
- To manage the technical operations of the video communication facilities including production equipment, material purchasing, equipment and furniture integration, technical staffing, and orienting users about presentation requirements appropriate for a video production environment.
- To provide limited production services to faculty such as analog and digital video capture services, audio recording, basic tap editing, single or multiple duplications, and TV system videotape conversion.
- To manage the UNCW digital satellite and campus cable system. The unit is responsible for the management and administration of CATV campus network including design, equipment purchase, system maintenance, and accessing networks.

Date

Date

Dr. Robert E. Tyndall
Vice Chancellor for Information Technology Systems

Dr. James Leutze
Chancellor for UNCW

A/V Media Services – ITSD Goals January 2002 – June 2003

Audiovisual Media Services (A/V Media Services) has established four goals with corresponding strategies and objectives for the next two-year cycle. The goals with the linked objectives follow. In some cases, an object may be linked to one or more goals. In such a case, when an object is linked to multiple goals, the secondary goal number will follow the objective. Completed or no longer valid

Completed or no longer applicable ██████████

1. **To ensure that every student, faculty, and university staff member have full access to technology resources for work, educational, and research endeavors.**

- *To provide audiovisual equipment and services which are too expensive or technical to justify individual department inventory. Such services are intended to support special events such as national speakers, conferences, programs and institutes. Services may include assignment of technicians to set up, take down, or operate equipment. Department representatives will also assist with vendor negotiations for the rental of equipment and services that A/V Media Services currently cannot provide.*

Strategy	Evidence of Completion	Due Date/ Status
<ol style="list-style-type: none"> 1. Expand central inventory to include research and products that exude new innovations in multi-media and staged production events 2. Secure annual operational funding sources for capital spending. 3. Increase Student Support Levels for technical support during non-business hours. 4. Formalize research procedures to assist department in maintaining latest development in industry 	<p>Purchased of rear screen projection staging kits, stage lights, digital video camera</p> <p>Creation of Technology Fee with dedicated funds supplied to A/V Media for instructional support equipment</p> <p>Acquired additional funding from Academic Affairs for the staffing of student workers for interactive video session allowing flex scheduling of general support services by existing staff.</p> <p>Subscriptions to trade magazines, attendance to vendor trade shows, periodic inspection of sister university</p>	<p>Spring 2002</p> <p>Spring 2002</p> <p>On-going June 2003</p> <p>On-going June 2003</p>

A/V Media Services – ITSD Goals January 2002 – June 2003

innovations and equipment market releases institutions.

- *To assist installation, usage, technical repair, and make loans of equipment in emergencies for faculty and staff. The unit will respond to requests on a sign-in basis and will limit support to requests filed by administrators at the level of department chair and above.*

Strategy	Evidence of Completion	Due Date/ Status
5. Expand central inventory to provide redundancy and sufficient quantity of high use requested equipment.	Increased in quantity of equipment pieces such as LCD video projectors, microphones, portable speaker systems	On-Going June 2003
6. Secure annual operational funding sources for capital spending.	Creation of Technology Fee with dedicated funds supplied to A/V Media for instructional support equipment	Spring 2002
7. Identify available support services available and wanted by UNCW sections	Assisted with the Office of the Division of Information technology Systems Division with the creation and submittal of a campus wide technology Survey identifying users and providers of various technology delivered services.	Spring 2002
8. Establish working relationship with UNCW special project & Design and outside contractors to decrease response time for installation projects	Identified Project & Design communication channels as well working relationship with university selected contractor	Spring 2002

A/V Media Services – ITSD Goals January 2002 – June 2003

- *This is a centralized equipment supply, support and maintenance operation with limited emphasis on production. To ensure that these services are not duplicating other services, the unit will handle only select and unique equipment needs rather than provide general services. The unit may also be called upon to advise persons seeking to purchase equipment.*

Strategy	Evidence of Completion	Due Date/ Status
9. Expand central inventory to provide redundancy and sufficient quantity of high use requested equipment.	Increased in quantity of equipment pieces such as LCD video projectors, microphones, portable speaker systems	On-Going through 2003
10. Secure annual operational funding sources for capital spending. To allow experimentation of new innovations	Creation of Technology Fee with dedicated funds supplied to A/V Media for instructional support equipment	Spring 2002
11. Identify available support services available and wanted by UNCW sections	Assisted with the Office of the Division of Information technology Systems Division with the creation and submittal of a campus wide technology Survey identifying users and providers of various technology delivered services.	Spring 2002
12. Formalize research procedures to assist department in maintaining latest development in industry innovations and equipment market releases	Subscriptions to trade magazines, attendance to vendor trade shows, periodic inspection of sister university institutions	On-going June 2003

**A/V Media Services – ITSD
Goals January 2002 – June 2003**

2. **To standardize and allow full access of multimedia equipment for instructional applications in an academic setting for user comfort, predictability, and performance quality assurance.**
 - *The demand for access to high-end audiovisual equipment, media production support and specialized technical assistance has escalated at UNCW. As faculty members at UNCW attempt to integrate embedded instructional technology into their classroom instruction, the need for an organized response to provide access using specialized and networked audiovisual equipment became evident. The Technology Classroom Assistance Program was established to assist Deans and Department Chairs through the creation and implementation of baseline standards for classroom instructional technology.*

Strategy	Evidence of Completion	Due Date/ Status
1. Implementation of the Technology Classroom Assistance Program	Completion of Phase I (23 rooms) Identification of Phase II locations.	On-going Through 2003
2. Establishment of University construction procedures for minimum design requirement for use of multimedia technology in instruction delivery	Provision to Business affairs and the Department of Facility Planning & Development a draft of 'Design Standards' for a/v requirements on new construction.	Spring 2002
3. Establishment of 'Life Cycle Funding Model' for program sustainability (i.e. equipment replacement, repair, maintenance, and growth in technology developments.)	Establishment of Technology Fee dedicated for instructional support.	On-going
4. Establishment of training and orientation procedures for user comfort and directions.	Conduction of several department orientation sessions as well as offering one-to-one sessions for individual contact	On-going
5. Assignment of full-time staff personnel for technical service and support program support locations.	Creation of a new position within the Department.	Fall 2002

**A/V Media Services – ITSD
Goals January 2002 – June 2003**

3. **To serve as a single point of contact for establishment of policy and procedures of the management activities for university video communication network operations.**
 - *To manage the technical operations of the video communication facilities. Services include the operation of interactive video services through partnerships with state agencies, satellite transmission and rebroadcast, and the administration of the UNCW campus cable television network. Which consists of head-end operation, video playback for special events, and production equipment and material purchases, equipment and furniture integration, technical staffing, and orientation on presentation requirements for a video production environment.*

Strategy	Evidence of Completion	Due Date/ Status
1. Expand the cable network coverage area to include all university buildings, with signal available for all classrooms.	The department of Telecommunications has begun discussion and project development with TimeWarner for universal deployment of CATV Signal.	Summer/Fall 2002
2. Expand UNCW channel offerings by including new program suppliers.	Discussions with Student Affairs for the inclusion of a student body television programming of student demographics based content	Fall 2002
3. Expand Construction and development of satellite transmission and broadcast.	Under Development	Spring 2003
4. Improve Interactive Video Facilities	Investigated Sister Universities for design comparison, issued special project for design consultation with purchasing office. Research new transmission protocols for service connections.	Summer/Fall 2002

**A/V Media Services – ITSD
Goals January 2002 – June 2003**

- 4. To sustain a responsive support environment for students, faculty, and staff.**
- *To remain competitive as an institution of higher education, the Department of A/V Media needs to advance both environmental and skill resources. The emergence of new market innovations in instructional delivery tools, advances in stage productions, and the integration of computer based programming in multi-media enhanced presentations require a workforce with greater flexibility in skill knowledge and expertise.*

Strategy

1. Establish procedures and obtain funding for annual staff development and skill enhancement programs.
2. Expansion of Department through new hire increases.
3. Expansion of current service support offerings
4. Establish of formally recognized and informal partnerships with sister institutions to maintain efficiency of service comparable through out UNC System.
5. Establishment of healthy and enjoyable work

Evidence of Completion

- Submitted requested/projected training department requirements to the office of ITSD for fiscal year 2002-2003.
- Creation of new position to support instructional technologies. Hiring of additional students for general support coverage during academic year.
- Purchase of equipment for loan previously not in inventory i.e. digital video camcorder, Purchase request for DVD writer, to transfer historical video capture footage to long-term storage for archival purposes.
- Creation of partnership with UNC-TV for the use of Satellite uplink transmission services.
- UNC-GA video director director/manager organization for interactive video services. Contact with UNC and NC State about formulation of an audiovisual provider discussion group.
- Construction and opening of new a/v storage

**Due Date/
Status**

- On-going
June 2003
- Summer/Fall
2002
- On-going
June 2003
- On-going
June 2003
- Spring 2002

**A/V Media Services – ITSD
Goals January 2002 – June 2003**

environment work space.

warehouse and office facility.

Assist in the development of a/v footprint in Hoggard
Hall renovation.

On-going
June 2003

Staff Task
Department Of Audiovisual Media Services

Codes: P= primary S= secondary B= backup

Responsibility	Jeff Stanfield	Hypermedia Tech. (I)	Hypermedia Tech. (II)	Don Sorensen	Dan Noonan
A/V Equipment Distribution	B	S	S	P	B
A/V Equipment Inventory Control	S	S	S	P	B
A/V Equipment Acquisition/Selection	P	S	S	P	B
A/V Equipment Repair/Replacement	B	P	S	P	B
Event Technician (A/V and First Level-Computer Support)	B	S	S	P	B
Event (Presentation Consultant)	S	S	S	P	B
Standard Event Coordination (A/V Element)	B	S	S	P	B
Special Event Coordination (A/V Element)	P	S	S	S	B
Work Order Calendar/Scheduler	S	B	B	P	B

Responsibility	Jeff Stanfield	Hypermedia Tech. (I)	Hypermedia Tech. (II)	Don Sorensen	Dan Noonan
Work Order Reports/Assessment	P	B	B	S	P
Work Order Staff Assignment	P	B	B	P	B
Satellite Downlink Coordinator	S	P	B	B	B
Video Conversion/Duplication	B	P	B	P	B
Television Engineer (One-Channel Feed)	S	P	B	B	B
Video Photographer	B	S	B	P	B
Sound Engineer	B	P	B	S	B
Cable-TV Network Administration (In conjunction with Department of Telecommunications)	P	S	B	B	B
Cable-TV Network Repair	P	S	B	B	B
Multimedia System Design	S	P	S	S	B
Multimedia System Installer	B	P	P	S	B
Multimedia System Technician	B	P	P	S	B
Interactive Video Facility Administrator	S	B	B	B	P
Interactive Video Research/Planning	P	B	B	B	S

Responsibility	Jeff Stanfield	Hypermedia Tech. (I)	Hypermedia Tech. (II)	Don Sorensen	Dan Noonan
Interactive Video Facility Technician	S	B	B	B	P
Interactive Video Client Orientation	S	B	B	B	P
Department Database Administrator	S	B	B	B	P
Department Technical Research	S	S	B	S	S
Department Operational (Reports)	P	B	B	B	S
Department Operational (Procedures)	P	S	B	S	S
Department Operational Developer/Planner	P	S	B	S	S
Department Work Planning, Task Assignments	P	S	B	S	S
Department Committee Representative	P	S	B	B	S
Department Selection Team Service	P	S	B	S	S
Department Staff Skill Development	P	B	B	B	B
Department/University Client Training Coordinator	S	P	S	P	B
Department Evaluations/Assessment	P	B	B	B	B
Department Web Site Facilitator	P	S	B	S	S

Responsibility	Jeff Stanfield	Hypermedia Tech. (I)	Hypermedia Tech. (II)	Don Sorensen	Dan Noonan
Department FAQ's Administrator	P	S	B	S	S
Department Supervisor of Permanent Staff	P	S	B	B	B
Department Supervision of Student Recruits	S	P	P	P	P
Department PAC Card Administrator	P	S	B	B	B
Department PAC Card Coordinator	S	P	B	B	B
Department Budget Authority	P	S	B	B	B

Department of
Client Services



September 20, 2002

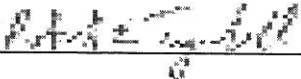
University of North Carolina at Wilmington

INFORMATION TECHNOLOGY SYSTEMS DIVISION


Department of Client Services

The Department of Client Service is responsible for the planning and delivery of technology and services to the campus community. These services include operation of the Technology Assistance Center for initial problem reporting and resolution, desktop software training and support, personal computer maintenance and support, management of the student computing labs, operating the Faculty Technology Support and Development Center and instructional and research support. Technology and services provided by this group enable faculty, staff and students to utilize UNCW's information technology resources for teaching, research, public service, and information management. This unit works in close partnership with allied units and maintains close working relationships with IT support staff in other departments. The department, headed by a director, is based in the Information Technology Systems Division and is under the administrative purview of the Vice Chancellor for Information Technology Systems. The primary functions supported by the unit are as follows:

- To provide User Support and Technology Assistance Center services for initial incident reporting and resolution, and for problem tracking and escalation to other support units.
- To maintain and support the student computing labs.
- To maintain and support established personal computer and desktop products.
- To develop and deliver computer training to the campus user community.
- To provide instructional and research support products and services to faculty.
- To manage campus Web services and provide Web client consulting and support.
- To administer and support the UNCW technology Life Cycle Computer Replacement Plan.
- To coordinate services with allied support groups such as the Center for Teaching Excellence and the Web Course Development Team.
- To evaluate and recommend new and emerging technologies and support strategies for use by the University community.
- To maintain information and management systems such as the Integrated Services Inventory, Surplus Management Plan to increase access and efficiency.
- To manage the Faculty Development Center.


Date 9/1/02

Dr. Robert E. Tyndall
Vice Chancellor for Information Technology Systems



Dr. James Leutze
Chancellor for UNCW

Client Services – ITSD Goals January 2002 – June 2003

Client Services has established four goals in which objectives and strategies for completing these goals for the next twelve months have been linked. The goals with the linked objectives follow. Completed objective: [REDACTED]

1. To provide exceptional, client-centric, IT support for the university.

- *Improve and maintain departmental web pages to provide students, faculty and staff with web-based tools and IT resource information.*

Ongoing through 2003
Due Date/Status
 July 2002

Strategy

Evidence of Completion

1. Hire campus Web Master/Developer

PD102r completed

Currently in Human Resources for classification

Advertise and hire position

Pending Classification

Dec 2002
(Pending Funding)

2. Revise departmental web pages to produce a user-friendly site containing clear, useful, and up-to-date IT related information for users to access and utilize as a first level trouble-shooting tool. (FAQ's, knowledgebase, web-based tutorials, online workshop documentation)
3. Implement and maintain the online Integrated Instructional Technology Services grid
4. Provide web access to Remedy databases for end-users to track trouble-tickets and search knowledge base.

Revised Client Services web pages for all support areas. Updated FAQ's, web-based tutorials, virus updates, tools and documentation.

Aug 2002

Integrated Instructional Technology Services grid is online and accessible by faculty.
 Upgrade Remedy to web-enabled version

Aug 2002

Dec 2002

**Client Services – ITSD
Goals January 2002 – June 2003**

- *Continue to develop and sustain the TAC to provide expanded and exceptional technical support services to students, faculty and staff.*

Strategy	Evidence of Completion	Due Date/ Status
<ol style="list-style-type: none"> 1. All calls placed to the TAC and those placed directly to Client Services staff will be recorded into the Remedy Call-tracking software package. <ul style="list-style-type: none"> • Consultants calls directed through TAC • End-user training scheduled through TAC • Faculty research and development calls, WebCT calls will be logged into Remedy 2. Schedule review periods for analyzing remedy reports and streamlining ticket resolution. 3. Adjust staffing in support areas as needed. 4. Purchase web-based component for Remedy. 5. Increase support for wireless and PDA devices. 6. Purchase wireless headsets for TAC Staff 	<p>TAC is receiving first line calls for consultants. Trouble-tickets and documentation for support calls all logged into Remedy database.</p> <p>Remedy reports for internal and external analysis. Remedy reports for internal and external analysis. Trouble-tickets and documentation for support calls all logged into Remedy database.</p> <p>Remedy reports for internal and external analysis. Weekly, monthly, quarterly, yearly Reports.</p> <p>Staffing adjusted according to support needs. Implementation of web-based version of Remedy.</p> <p>Develop and deliver PDA training/orientation sessions.</p> <p>Gain technical experience using PDAs in order to provide technical assistance and consulting to campus users.</p> <p>Staff at TAC utilizing wireless headsets</p>	<p>July 2002 July 2002</p> <p>July 2002 May 2002 Aug 2002</p> <p>Ongoing</p> <p>Ongoing Dec 2002 (Pending funding)</p> <p>Aug 2002 and ongoing Jun 2002 and ongoing</p> <p>Feb 2002</p>

Client Services – ITSD Goals January 2002 – June 2003

- | | | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|
| <p>7. Provide technical support for high-end equipment. Develop and assist in faculty production/media center (video capturing, editing, scanning).</p> | <p>Develop and deliver workshops/training sessions, using multi-media equipment.
Gain technical experience using high-end IT equipment to deliver technical assistance and consulting to campus users.</p> | <p>May 2002 – ongoing
May 2002 – ongoing</p> |
| <p>8. Purchase necessary equipment so that IT staff can become proficient in the development and support of high-end multi-media uses and therefore provide technical support to campus on such equipment.</p> <ul style="list-style-type: none"> • <i>Add additional staff and enhance the technical skills of support staff to the TAC in order to fully support designated mission and provide high-quality customer services.</i> | <p>Proficient use and support of multi-media equipment</p> | <p>Jan 2003</p> |

Ongoing through 2003

Strategy

1. Hire Part-time Remedy/Support staff
2. Hire TAC Manager

Evidence of Completion

- Position created, advertised and filled
PD102r completed

**Due Date/
Status**
Jan 2002
July 2002

Currently in Human Resources for classification

Pending
Classification

Advertise and hire position

Dec 2002
(Pending
Funding)

3. Invest in training for support staff
4. Enhance technical skills
5. Increase percentage of level 1 calls solved
6. Invest in training for student support staff

- Customer Service workshop
- Windows XP, Office XP training
- Remedy reports
- Customer Service workshop

Aug 2002
Jan 2003
Ongoing

**Client Services – ITSD
Goals January 2002 – June 2003**

- Development of Student Technical Assistant program. Aug 2002
- Introduce wage scale and incentives programs based on completion of required training. Aug 2002
- Require completion of CBT courses. Aug 2002
- *Improve and sustain client support services (microcomputer support)* **Ongoing through 2003**

Strategy

Evidence of Completion

- | | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ol style="list-style-type: none"> 1. Continue ongoing MS Outlook/Exchange end-user configurations 2. Distribute 250+ Dell desktop computers purchased via lifecycle funding 3. Increase wireless support (PDAs) 4. Utilize workspace in telecomm building 5. Upgrade client hardware and software as required 6. Streamline trouble-calls by utilizing Remedy call-tracking software. 7. Dell certifications for computer consultants 8. Research and pursue other certification opportunities if feasible (HP) 9. Acquire technical training as needed | <p>Faculty and Staff conversions complete</p> <p>All equipment distributed</p> <p>Demonstrated proficiency in use and support of PDAs</p> <p>Space utilized as work and storage space</p> <p>Upgrade to Office XP, windows 2000/XP where applicable.</p> <p>Remedy reports</p> <p>Completed Dell certifications and warranty reimbursements</p> <p>Additional certifications</p> <p>Windows XP, Office XP training complete</p> | <p>Nov 2002</p> <p>Jul 2002</p> <p>Jul 2002 and ongoing</p> <p>Feb 2002 and ongoing</p> <p>May 2002 and ongoing</p> <p>July 2002</p> <p>Jan 2002 and ongoing</p> <p>Ongoing</p> <p>Ongoing through 2003</p> <p>Due Date/Status</p> |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Strategy

Evidence of Completion

- *Continue to support mobile computing initiatives and optimize the use of General Access computer labs.*

Client Services – ITSD Goals January 2002 – June 2003

1. Reduce number of fixed labs	Close University Union computer lab	May 2002
2. Evaluate the possibility of closing another lab Spring 2003	Report summarizing possible suggestions	May 2003
3. Decrease number of departmental labs	Completed lab classification to assist in lab reporting Continue to review and evaluate departmental lab status.	Jul 2002 Sep 2002 – ongoing
4. Explore cost saving possibilities in general access labs	Report summarizing possible solutions	Jan 2003
5. Replace laptops and network equipment in Randall Library	New laptops installed in Randall	Mar 2002
6. Implement laptop checkout program in University Union	Laptop program in place in University Union.	Aug 2002
7. Explore network-printing options in University Union.	Report summarizing possible solutions	Jan 2003
8. Provide laptops to Athletics program.	IBM laptops sent to athletics	Apr 2002
9. Explore and implement PDA programs.	Program implementation	Jan 2003
• <i>Increase support for Web-based and Web-enhanced Courses.</i>		<i>Ongoing through 2003</i>
Strategy	Evidence of Completion	
1. Provide focused faculty training modules based on prior experience (Pre-WebCT readiness workshops)	Workshops and modules	Oct 2002
2. Develop WebCT materials	WebCT support materials	Oct 2002
3. WebCT and e-media support/service	Integrated Instructional Technology Grid	Aug 2002
4. Collaborative projects with CTE	Collaborative projects	Ongoing
• Build on current teaching institute “Profiling Your Department’s Assets”		
5. Web course startup, enrollment, and management for Fall 2002 and Spring 2003 courses	Completed course startup, enrollment and management of courses.	Aug 2002 – Jun 2003
6. Web course migration from Eduprise to RCDDS to WebCT course management System	Completed migration	Dec 2002

**Client Services – ITSD
Goals January 2002 – June 2003**

<ul style="list-style-type: none"> 7. Participation in web course development meetings, planning and design for future courses, development of training modules. 8. Explore automation techniques for routine processes where applicable. 	<ul style="list-style-type: none"> Attend meetings and planning sessions Training materials 	<p>Ongoing</p> <p>Fall 2002</p>
<ul style="list-style-type: none"> • <i>Provide technical support to new IT initiatives.</i> 		
<p style="text-align: center;">Evidence of Completion</p>		
<ul style="list-style-type: none"> 1. ETD pilot project (Training of students, server implementation) 2. Research emerging technologies 3. Technical support for faculty research projects 	<ul style="list-style-type: none"> Completed implementation of project Reports describing projects and findings Remedy Reports Remedy Reports 	<p>Spring 2002</p> <p>Ongoing</p> <p>Ongoing</p>
<ul style="list-style-type: none"> • <i>Enhance existing student support services in the Residence Halls.</i> 		
<p style="text-align: center;">Evidence of Completion</p>		
<ul style="list-style-type: none"> 1. Make improvements to the current ResNet program by requiring ResNet staff to enter trouble-calls and solutions into Remedy. 2. Provide additional training to ResNet staff 	<ul style="list-style-type: none"> Remedy reports Completion of student training modules 	<p>Due Date/Status</p> <p>Aug 2002</p> <p>Dec 2002</p>
<ul style="list-style-type: none"> 2. To successfully manage the client IT resources of the university. 		
<ul style="list-style-type: none"> • <i>Enhance existing relationships with faculty and student organizations to gain valuable input and campus visibility</i> 		
<p style="text-align: center;">Evidence of Completion</p>		
<ul style="list-style-type: none"> 1. Encourage student, faculty and staff participation 	<ul style="list-style-type: none"> Increased participation from campus community 	<p>Due Date/Status</p> <p>May 2003</p>

**Client Services – ITSD
Goals January 2002 – June 2003**

- on ITSD committees.
- 2. Encourage student support and input into the design of the new TAC facility and array of services. Aug 2002
- 3. Hire students to work within the department where possible. Aug 2002-ongoing
- 4. Implement systematic process for gathering feedback from students regarding the TAC and IT support issues. Dec 2002, Apr 2003
- 5. Pursue collaborative opportunities with academic or administrative areas where possible. Ongoing

- *To improve interactions with dual-consultants and ensure consistency of IT practices throughout campus community.* Ongoing through 2003

Strategy

- 1. Ensure personnel standards for hiring and consulting models are implemented. Dual-consultant Policy
- 2. Integrate dual-consultants into CS department on a regular basis. Attendance at Department meetings, committee meetings, special functions, and training opportunities
- 3. Create training opportunities both in participation and delivery. Completed training opportunities

- *Manage details relating to the Dell laptop initiative.* Ongoing

Strategy

- 1. Collaborate with Business Affairs and Academic. Formation of a committee and final report of findings To be

**Client Services – ITSD
Goals January 2002 – June 2003**

<ul style="list-style-type: none"> Affairs to determine future operation plan for technology store 2. Develop ongoing strategies with Dell in support of laptop program 3. Laptop initiative mailings <ul style="list-style-type: none"> • Freshman – follow-up and training information • All students – brochure and program details • Faculty/Staff – brochure and program details 	<ul style="list-style-type: none"> Configuration, price, and marketing discussions Brochures, email messages, announcements 	<p>determined</p> <p>Jan 2002-ongoing</p> <p>Aug 2002-ongoing</p>
• <i>Continued support and implementation of the Life Cycle Funding Model for computer replacement.</i>		
Strategy		
<ul style="list-style-type: none"> 1. Continue to ensure baseline standards are met 2. Work with vendors to negotiate lowest prices 3. Implement new surplus and cannibalization procedures 	<ul style="list-style-type: none"> Limit number of exceptions Proposals/market comparisons Reports monitoring distributed and surplus units 	<p>Ongoing</p> <p>Ongoing</p> <p>Jan 2002 - ongoing</p>
Evidence of Completion		
• <i>Enhance current relationships with UNCW preferred vendors and expand opportunities with other IT vendors.</i>		
Strategy		
<ul style="list-style-type: none"> 1. Warranty reimbursement programs with Dell 2. Explore warranty reimbursement programs with HP 3. Explore certification options 3. PDA pilot projects, pricing, training programs 	<ul style="list-style-type: none"> Program implementation Warranty reimbursement program Completed certifications Program implementation 	<p>Ongoing through 2003</p> <p>May 2002</p> <p>Dec 2002</p> <p>Dec 2002</p> <p>Dec 2002</p>
Evidence of Completion		
• <i>Refine, advertise and enforce IT related policies.</i>		
Ongoing through 2003		

**Client Services – ITSD
Goals January 2002 – June 2003**

<ul style="list-style-type: none"> 1. Clearly reference related policies on Web pages 2. Ensure all Client Services staff understand and enforce compliance to related IT policies • <i>Explore off-campus outreach opportunities in support of local community needs.</i> 	<p>Policies referenced on Client Services Web pages</p> <p>Policy compliance</p>	<p>Aug 2002</p> <p>Aug 2002</p> <p><i>Ongoing through 2003</i></p>
Evidence of Completion		
<ul style="list-style-type: none"> 1. Implement a program to assist designated local non-profit agencies with access to surplus computer equipment. 2. Explore additional outreach opportunities/ 	<p>Program in place</p> <p>Outreach opportunities</p>	<p>Fall 2002</p> <p>Ongoing</p>
<p>3. To develop and deliver exceptional, first-rate training opportunities to faculty, staff and students.</p>		
<ul style="list-style-type: none"> • <i>Develop and implement student centric training opportunities to enrich their educational experience.</i> 		
Evidence of Completion		
<p>Strategy</p> <ul style="list-style-type: none"> 1. Develop and implement UNCW ITSD Student Technical Assistant (STA) program (ITSD, Career Services, Computer Science) 2. Expand training offerings to include instructor led workshops 3. Promote use of CBT, web-based tutorials, online resources 4. Collaborate with CS and MIT programs to develop and implement internship opportunities within Client Services for eligible students. 	<p>Students participating in the STA program</p> <p>Student training offerings</p> <p>Announcements, emails</p> <p>Internships</p>	<p>Oct 2002</p> <p>Spring 2003</p> <p>Sep 2002 and ongoing</p> <p>Dec 2002</p>
<ul style="list-style-type: none"> • <i>Expand and enhance IT training opportunities for faculty.</i> 		
<p><i>Ongoing through 2003</i></p> <p><i>Ongoing through 2003</i></p>		

**Client Services – ITSD
Goals January 2002 – June 2003**

Strategy	Evidence of Completion	Due Date/ Status
<ol style="list-style-type: none"> 1. Continue existing collaborative projects (CTE, ITSD), but explore new collaborative opportunities. 2. Expand workshop offerings to include advanced topics 3. Offer WebCT Overview and pre-requisite workshops in fall semester 4. SAS Training 5. Advanced Outlook training 6. Promote CBT 	<p>Collaborative projects</p> <p>Workshop schedule</p> <p>Workshop schedule</p> <p>SAS training offered</p> <p>Workshop schedule</p> <p>Announcements, emails, brochures</p>	<p>Ongoing</p> <p>Fall 2002</p> <p>Oct-Dec 2002</p> <p>Oct 2002</p> <p>Sep 2002</p> <p>Aug 2002 and Ongoing</p>
<ul style="list-style-type: none"> • <i>Expand and enhance IT training opportunities for staff.</i> 	<p>Evidence of Completion</p>	<p>Ongoing through 2003</p> <p>Due Date/ Status</p>
<p>Strategy</p> <ol style="list-style-type: none"> 1. Expand workshop offerings to include advanced topics 2. Advanced Outlook training 3. Promote CBT 	<p>Workshop schedule</p> <p>Workshop schedule</p> <p>Announcements, emails, brochures</p>	<p>Fall 2002</p> <p>Sep 2002</p> <p>Aug 2002 and ongoing</p>
<ol style="list-style-type: none"> 4. To create and sustain a dedicated, supportive, knowledgeable, customer-centered, technical support staff. 		
<ul style="list-style-type: none"> • <i>Develop a comprehensive training plan for Client Services staff and student workers.</i> 		<p>Aug 2002 and Ongoing</p>
<p>Strategy</p> <ol style="list-style-type: none"> 1. Explore additional Certification opportunities 2. Develop specialized training plans 3. Invest in training for student support staff <ul style="list-style-type: none"> • Customer Service workshop 	<p>Evidence of Completion</p> <p>Completed certifications</p> <p>Completed training plans</p>	<p>Due Date/ Status</p> <p>Dec 2002</p> <p>Jul 2002 and ongoing</p> <p>Aug 2002</p>

**Client Services – ITSD
Goals January 2002 – June 2003**

- Development of Student Technical Assistant program. Dec 2002
- Introduce wage scale and incentives programs based on completion of required training.
- Require completion of CBT courses.
- *Continue to fill open and new positions in a timely manner.*

Strategy

1. Fill consultant positions
 - FT consultant vacancy
 - FT consultant vacancy
 - PT consultant vacancy

Evidence of Completion

- Hired Parker Moran
- Hired George Kent
- Open (pending budget)

**Ongoing
through 2003
Due Date/
Status**

Feb 2002
Apr 2002
Sep 2002
(pending
budget)

Staff Role Maps
Client Services Department

Responsibility	Chet Harvey	Dana Ward	Dana Little	Tami Mansur	Ben Scott	Jeff Jolly	Bill Hill	Sam Chance	Parker Moran	Jim Moravansky	Scott Piner	Mike Swart	George Kent	PT Consultant
Training – Faculty/Staff (Instructor led workshops)		P	B											
Training – Students (Instructor led workshops)		B	P											
Training – Faculty/Staff (1-on-1, small group, special training needs)		P	B											
Training – Web Course Development Team, pre-WebCT readiness workshops, develop WCDT materials			P			P								
Training – WebCT toolset, respondus toolset, online discussion tools			P			B								
Training – 1-on-1 or group assistance in web page design/development for technically enhanced course materials		B	P											
Manage computer training program for faculty, staff and students.		P	B											
Coordinate technical training program with all areas of the university community.		P	B											
Assist faculty in developing online course materials		B	P											
Outlook Training- Outlook orientation and basic training classes for all faculty and staff on campus. Setting up of Outlook user accounts for all campus staff before training begins. □□□□□□		P	B											
Develop Student Technical Assistance Program		B	P											

Codes: P=primary S=Secondary B=backup

Responsibility	Chet Harvey	Dana Ward	Dana Little	Tami Mansur	Ben Scott	Jeff Jolly	Bill Hill	Sam Chance	Parker Moran	Jim Moravansky	Scott Piner	Mike Swart	George Kent	PT Consultant
Develop and assist in faculty production/media center - video capturing, editing, scanning and technical support		B	P											
Research course management software tools, video editing tools and procedures			P			B								
Create step-by-step tutorials and place online		P	P											
Create workshop handouts and place online		P	P											
Develop and evaluate materials for training and workshops.		P	B											
Training Room Management (Hoggard Hall) Maintain schedule of events. Maintain computer systems. Ensure that computers are in working order and proper software loaded.		P	B											
Manage CBT courses		B												
Create CBT CD's														
Administer satisfaction surveys for participants in training workshops		P	B											
Survey TAC clients for satisfaction														
WebCT Administration - enroll students, Eduprise liaison for online courses			B			P								
WebCT technical support for faculty			P			P								
Technical Assistance - Faculty Research														
PDA Support – training needs		P	B											
PDA Support – technical support : Ipaqs														
PDA Support – technical support: HP Jornadas														

Codes: P=primary S=Secondary B=backup

Responsibility	Chet Harvey	Dana Ward	Dana Little	Tami Mansur	Ben Scott	Jeff Jolly	Bill Hill	Sam Chance	Parker Moran	Jim Moravansky	Scott Piner	Mike Swart	George Kent	PT Consultant
Mac support						B		P	P	P	P	P	P	P
GIS Lab support								P						
Provide consulting support to assist faculty with research and/or instructional computing needs including process design, equipment and software, or specialized microcomputer equipment.						P								
Provide technical assistance by maintaining equipment, databases and resource files that aid faculty in research, project development or instruction.						P								
Provide technical consulting to faculty engaged in grants or other initiatives.						P								
Assist faculty to organize and publicize faculty and student initiatives in areas of computational computer based research.						P								
Research, test and make recommendations on new products and technologies.						P								
Complete assignments as requested for internal or external projects for senior administrators						P								
Manage computer consultants and computer lab coordinator.	P													
Provide technical oversight and advanced support of systems and services as required	P													

Codes: P=primary S=Secondary B=backup

Responsibility	Chet Harvey	Dana Ward	Dana Little	Tami Mansur	Ben Scott	Jeff Jolly	Bill Hill	Sam Chance	Parker Moran	Jim Moravansky	Scott Piner	Mike Swart	George Kent	PT Consultant
Manage Campus Software Agreement, Norton Software agreement	P			B										
Manage other software licenses	B			P										
Planning and implementation of Outlook Migration.	P	B												
Manage Life Cycle Funding and Surplus Equipment program	P													
Develop procedures concerning the delivery of network/systems support, user services, and hardware/software support.	P													
Research to determine the specification or recommendation of future operating systems, software, and hardware baseline standards.	P													
Testing new hardware and software.														
Consulting with departments, business units, and end users (on and off campus) on process improvement and the use of IT in support of their mission and goals.	P													
Develop processes for problem analysis and resolution.	P													
Prepare and analyze SLIM reports on computer lab usage.	P													
Reconcile department inventory	P													
Manage warranty reimbursement program (Dell)	P													

Codes: P=primary S=Secondary B=backup

Responsibility	Chet Harvey	Dana Ward	Dana Little	Tami Mansur	Ben Scott	Jeff Jolly	Bill Hill	Sam Chance	Parker Moran	Jim Moravansky	Scott Piner	Mike Swart	George Kent	PT Consultant
Laptop Initiative (Project management, orientation, training, imaging, documentation, correspondence, etc.)	P	P												
Provide consulting support of microcomputer software ^(b) and hardware ^(d) problems for buildings or designated support areas. ³								P	P	P	P	P	P	P
Maintain accurate service records for all work completed.								P	P	P	P	P	P	P
Maintain certification for warranty reimbursement work.	B						P	P	P	P	P	P	P	P
Install, upgrade, and maintain operating systems for computers in defined service area.								P	P	P	P	P	P	P
Install and maintain network connections for all microcomputers to the campus backbone.								P	P	P	P	P	P	P
Research and provide advice and recommendations for new software/hardware to clients. ³	P							P	P	P	P	P	P	P
Maintain microcomputer support records using Remedy call-tracking software.	P			P	P	P		P	P	P	P	P	P	P
Hire, schedule, and supervise student assistants who staff the computer labs and ResNet program	B						P							
Implement Student Assistant Training program for all students working in the labs and ResNet			P				P							

Codes: P=primary S=Secondary B=backup

Responsibility	Chet Harvey	Dana Ward	Dana Little	Tami Mansur	Ben Scott	Jeff Jolly	Bill Hill	Sam Chance	Parker Moran	Jim Moravansky	Scott Piner	Mike Swart	George Kent	PT Consultant
Manage and maintain hardware and desktop images in computer labs	B						P							
Manage wireless checkout program in Randall Library and University Union.	B						P							
Manage computer lab appearance, hours, supplies, and information boards, and scheduling of events.	B						P							
Participate during orientation	P	P	P	P			P							
Participate with move-in	P	P	P	P		P	P	P	P	P	P	P	P	P
TAC - Hardware/software technical support														
TAC - Support services (ie. Repair damaged disks, recover				P	P									
Answer TAC support line				P	P									
Provide first level technical support for campus community				P	P									
Log accurate caller information into Remedy database				P	P									
Route calls to the responsible person				P	P									
Follow-up and research Remedy trouble-tickets to find solutions.				P	P									
Monitor/test/edit solutions entered into the Remedy knowledgebase for accuracy.				P	P									

Codes: P=primary S=Secondary B=backup

Responsibility	Chet Harvey	Dana Ward	Dana Little	Tami Mansur	Ben Scott	Jeff Jolly	Bill Hill	Sam Chance	Parker Moran	Jim Moravansky	Scott Piner	Mike Swart	George Kent	PT Consultant
Assist with Remedy software maintenance as required				P	P									
Manage TAC center operations				P										
Hire, supervise and train TAC student workers				P	B									
Manage usage of Remedy software relating to TAC operation, accuracy of data entered into Remedy, and generation of Remedy reports.				P	B									
Supervise and schedule TAC support staff				P										
Periodically access satisfaction of TAC				P										
Maintain TAC web pages		B		P										
Maintain consultant web pages	P									B				
Maintain computer lab web pages	B						P							
Maintain training web pages		B												
Maintain outlook FAQ web page		B	P											
Maintain Integrated Instructional Technology Services Grid		B	P											
Maintain Virus web page				B		P								

Codes: P=primary S=Secondary B=backup

Dual-Consultants

Responsibility	Kelly Barham	Gene Houghtaling	Allen Randall	Fred Toth	Caroline Cropp	Randy Turner	John Murray	Jeremy Dickerson
EDC Landfall Technical Support	P							
New Center Technical Support	B							
CAS (Math & Computer Science) Technical Support			P					
Nursing Technical Lab support					P			
CSB		P						
Technology Store				P				
CMS						P	P	
WSE – specialty studies								P
GIS Lab support			B					

Codes: P=primary S=Secondary B=backup

[i] Supported software list to be defined Fall 2002

[ii] Supported hardware list to be defined Fall 2002

3 Consultants designated assignments
Sam Chance-

Trask Coliseum & Nixon Annex, Hanover Hall, Friday Hall, S&BS, Student Rec Center, Baseball Press Box, Field House

Jim Moravansky –

Dobo Hall, Telecommunications, Academic Support Bldg, University Police (dual-consultant), Warehouse, Purchasing, Systems and Procedures, Housing & Residence Life (dual-consultant), Safety, Museum of World Cultures, Printing Services, Physical Plant

Scott Pimer -

Kenan House, Deloach Hall, Wise House-Carriage House, Alderman, Kenan Hall

George Kent –

King Hall (dual-consultant), Warwick Center, Bear Hall, Wagner Hall, University Union, New Center, EDC (dual-consultant)

Michael Swart –

Hoggard Hall, Westside Hall, CMSR –Wrightsville Beach, Beaufort NC, Randal Library, Kenan Auditorium, Payroll, Navassa – Nursing

Parker Moran –

Burney Support Center, James Hall, Lakeside Hall, Morton Hall

[iii] Adhering to University Baseline Standards.

Department of
Computing Services



September 20, 2002

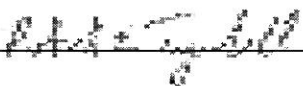
University of North Carolina at Wilmington
INFORMATION TECHNOLOGY SYSTEMS DIVISION

Department of Computing Services

The Department of Computing Services is responsible for the planning, installation, management and support of the campus-wide computing and data network infrastructure. This infrastructure enables faculty, staff and students to utilize efficiently and effectively UNCW's information technology resources for teaching, research, public service, administration and information management. This unit is responsible for the delivery of core network and intranet services to the campus, and for access to the Internet. The department, headed by a director, is based in the Information Technology Systems Division and is under the administrative purview of the Vice Chancellor for Information Technology Systems.

Computing Services:

- Manages and operates the central campus computer systems and distributed servers, which currently include the VMS, Windows, and UNIX environments.
- Provides fundamental services to the campus in such areas as network file sharing and printing, Email, calendaring, the Web and Intranet.
- Plans and manages the campus-wide data network, physical infrastructure, and active network components.
- Provides and supports the campus connection to the Internet.
- Provides operational support to campus administrative and academic computer systems in such areas as user authentication and security, data backup and recovery, job scheduling, and report distribution.
- Maintains infrastructure maps and progress files for computing networks, systems, and assigned special projects.
- Evaluates and recommends new and emerging technologies and support strategies for possible use by the University community.

 Date 9/1/02

Dr. Robert E. Tyndall
Vice Chancellor for Information Technology Systems



Dr. James Leutze
Chancellor for UNCW

**Computing Services – ITSD
Goals & Objectives
January 1, 2002 through June 30, 2003**

Goal 1: Ensure a scalable, sustainable Central Computing Environment that meets the modern and future needs of faculty, staff and students to work and learn in accordance with the university mission.		
<ul style="list-style-type: none"> <i>Plan and implement Phase II of the new Collaborative Computing Environment which is to include a.) migrating students to Exchange 2000 and b.) upgrading to Dell's new SAN architecture based on EMC products.</i> 		
Strategy	Evidence of Completion	Due Date/ Status
1. Design and order hardware	Printed Purchase Order	Aug, 2002
2. Train staff and install hardware	Violette and Speakman complete training. Hardware installed and working properly	Sep, 2002
3. Plan deployment and develop processes to automate account maintenance	Completed deployment plans including PR, a pilot and total student rollout	Dec, 2002
4. Start pilot	Contacting the pilot group with details for using the new system.	Jan, 2003
5. Rollout to all students	Students are actually using the Exchange server.	Aug, 2003
<ul style="list-style-type: none"> <i>Plan Phase III of the new Collaborative Computing Environment which is to include a redundant configuration in a remote building for backup in the event of down time (short term or long term) of the main system. Planning considerations should include moving to the new Technology Support Center and minimizing down time during the move.</i> 		
Strategy	Evidence of Completion	Due Date/ Status
1. Determine equipment needs.	List of equipment with approximate costs.	Dec, 2002
2. Determine temporary location for redundant equipment until ISOM building is complete.	Location identified.	Feb, 2003
3. Order equipment and install in temporary location.	Equipment installed and working properly.	Dec, 2003

**Computing Services – ITSD
Goals & Objectives**

January 1, 2002 through June 30, 2003

<ul style="list-style-type: none"> Plan and implement directory services (<i>Active Directory</i>) for faculty, staff and students. 		Due Date/ Status
Strategy	Evidence of Completion	Due Date/ Status
1. Design the schema in collaboration with Applications Services	Document listing the fields that will be contained in the Active Directory.	Sep, 2002
2. Plan deployment and develop processes to automate account maintenance for faculty and staff. (completion date coincides with targeted completion of faculty and staff migration to Exchange).	Completed program that reads information from HRS and updates the AD.	Nov, 2002
3. Plan deployment and develop processes to automate account maintenance for students	Completed program that reads information from SIS and creates Exchange E-mail accounts and updates the AD.	Aug, 2003
<ul style="list-style-type: none"> Develop policies and procedures related to the Exchange/Outlook environment such as granting additional disk space for e-mail, allowing users to e-mail to more than 100 recipients, transferring files larger than the 5 MB limit, and guidelines for disk space usage. 		
Strategy	Evidence of Completion	Due Date/ Status
1. Determined procedures to be established.	List of procedures.	Sep, 2002
2. Develop procedures and review with Vice Chancellor.	Procedures submitted to Vice Chancellor.	Nov, 2002

**Computing Services – ITSD
Goals & Objectives
January 1, 2002 through June 30, 2003**

<ul style="list-style-type: none"> • <i>Migrate Sammy (file services) and Web Page primary storage to the Dell SAN environment.</i> 		
Strategy	Evidence of Completion	Due Date/ Status
1. Move Sammy files to the SAN.	Files moved.	Completed Nov, 2002
2. Move Web page files to SAN	Files moved.	
<ul style="list-style-type: none"> • <i>Review, fine tune and improve the Disaster Recovery Plans for central computing. Current plan addresses VMS applications to a broader extent than applications in the Windows and Unix environment.</i> 		
Strategy	Evidence of Completion	Due Date/ Status
1. Review the DRP and modify as necessary.	Plan reviewed and report submitted to the Vice Chancellor.	Feb. 2003
<ul style="list-style-type: none"> • <i>Pilot the Citrix software to evaluate the concept of running software from a central server in anticipation of an ever increasing mobile computing environment.</i> 		
Strategy	Evidence of Completion	Due Date/ Status
1. Decide who the pilot group will be.	Pilot group decided.	Aug, 2002 Sep, 2002 Sep, 2002 Nov, 2002
2. Meet with pilot group to determine needs.	Pilot timeline developed.	
3. Determine hardware/software needs with cost estimates.	Quote for hardware/software.	
3. Begin pilot.	Pilot group actually using the Citrix server.	

**Computing Services – ITSD
Goals & Objectives
January 1, 2002 through June 30, 2003**

<ul style="list-style-type: none"> Collaborate with Applications Services in the development of deployment plans for the conversion of the SCT product suite to Banner with an Oracle database. 		
Strategy	Evidence of Completion	Due Date/ Status
1. Hire a Solaris Systems Administrator.	Position filled.	Completed
2. Design and order hardware	PO sent.	Completed.
3. Begin designing the database and implementation of the ADS product.	Creation of banner Oracle Database on new Sun servers.	Jan, 2003
Goal 2: Ensure a standards based, high performing local area and wide area data network that is flexible (to accommodate mobility) but yet secure.		
<ul style="list-style-type: none"> Plan and implement the Wilmington RPoP as an integral component to the next generation NCREN3 state-wide network. 		
Strategy	Evidence of Completion	Due Date/ Status
1. Decide on location (possibly UNCW telecommunications building)	Location determined.	Aug, 2002
2. Finalize partnership with UNCP and FSU	Official memo to MCNC requesting the eastern RPoP to be completed in fy0203	Aug, 2002
3. Collaborate with MCNC on the physical design of the NCREN3 ring in southeastern North Carolina - circuits, routes, vendors, etc.	Design finalized.	Oct, 2002
4. Order and install hardware for the RPoP	PO processed	Nov, 2002
5. Determine other potential partners and present clear, detailed information to assist in their decision to participate.	Formal invitation to possible regional partners with details on cost and services available.	Jun, 2003
<ul style="list-style-type: none"> Continue to upgrade the wiring in remaining buildings that are not scheduled for renovation to university and 		

**Computing Services – ITSD
Goals & Objectives
January 1, 2002 through June 30, 2003**

<i>GA Baseline Standards</i>		Evidence of Completion	Due Date/ Status
Strategy			
1. Complete 10 buildings via a combination of in house work by Telecommunications and outside contractors.	Buildings rewired and new wire in use.		June 2003
<ul style="list-style-type: none"> Convert the campus network from static IP addresses to DHCP (Dynamic Host Configuration Protocol) and deploy VLAN's (virtual lan's for routing traffic) in each building. 			
Strategy	Evidence of Completion		Due Date/ Status
1. Convert remaining buildings to VLANs with IP # assignments using DHCP.	All computer systems on campus using DHCP.		Nov, 2002
<ul style="list-style-type: none"> Modify the program that allows users to register their network cards by authenticating with a username and password to verify against the Active Directory as well as the VMS username and password. 			
Strategy	Evidence of Completion		Due Date/ Status
1. Modify program to authenticate against the Active Directory.	Users having the ability to authenticate against the AD or the VMScluster.		Dec, 2002
<ul style="list-style-type: none"> Implement firewall. 			
Strategy	Evidence of Completion		Due Date/ Status
1. Develop rule set – what types of traffic are allowed.	Rule set established.		Completed.
2. Announce to campus and solicit feedback.	Announcements in the communiqué.		Completed
3. Implement into production environment.	Firewall successfully operating on the network.		Completed.
<ul style="list-style-type: none"> Implement a process that allows for faculty and staff to access the campus network remotely in a secure 			

**Computing Services – ITSD
Goals & Objectives
January 1, 2002 through June 30, 2003**

<i>manner via the VPN protocol.</i>			
Strategy		Evidence of Completion	Due Date/ Status
1. Install VPN accelerator card in Cisco PIX firewall.		Hardware installed.	Completed
2. Install Radius Server for username and password authentication for VPN connects via the Active Directory.		Software in production.	Completed.
3. Roll out to pilot group including senior administrators and select faculty that have inquired regarding this need.		Announced to selected faculty.	Some faculty have been notified.
<ul style="list-style-type: none"> • <i>Continue to monitor the volume and types of traffic on the campus data network. Incorporate new and improved analysis and monitoring tools as fiscally able. Develop policies as necessary to ensure the mission of the university is in no way impeded due to non-academic traffic. Implement QoS as needed for certain applications.</i> 			
Strategy		Evidence of Completion	Due Date/ Status
1. Make changes to the network when necessary.		Reliable, high performing network.	Continuous
<ul style="list-style-type: none"> • <i>Review, fine tune and improve the Disaster Recovery Plans for the campus data network. Plan a redundant fiber link between Telecommunications and Hoggard Hall into the design of the Technology Support Center.</i> 			
Strategy		Evidence of Completion	Due Date/ Status
1. Review current DRP and modify as necessary.		Plan modified and tested to the extent possible.	Feb, 2003
2. Plan redundant fiber link as part of the new Technology Support Center.		Plans developed.	Dec, 2002

**Computing Services – ITSD
Goals & Objectives
January 1, 2002 through June 30, 2003**

<ul style="list-style-type: none"> Install wireless point to point Ethernet connectivity to New Centre. 			
Strategy		Evidence of Completion	
1. Design and order hardware		Printed Purchase Order	Completed. Jul, 2002
2. Antennas installed and equipment in production.		Use of wireless connection to New Centre.	
<ul style="list-style-type: none"> Complete the rewiring of Bear, Randall and Trask/Hanover/Natatorium. 			
Strategy		Evidence of Completion	
1. Attend weekly meetings to review progress of the contractors.		Meeting minutes.	Weekly
2. Work with telecommunications to cut connections over to the new wire as it becomes available from the contractors.		Successful cut-overs.	Weekly
3. Final review with the contractors.		Punch list completed.	Aug, 2002
<ul style="list-style-type: none"> Complete third and final phase of wireless Ethernet deployment providing total wireless coverage in all major Academic and Administrative buildings, strategic outside wireless zones and wireless zones in all Residential buildings. 			
Strategy		Evidence of Completion	
1. Work with Residence Life to identify wireless zones in Residence Halls.		List of areas.	Completed Jul, 2002 Sep, 2002
2. Determine inventory needed to complete the wireless deployment.		List of equipment.	
3. Order and install equipment.		Access points installed.	

**Computing Services – ITSD
Goals & Objectives
January 1, 2002 through June 30, 2003**

<ul style="list-style-type: none"> Collaborate with Telecommunications to develop a strategic direction for the use of Voice over IP on campus with particular emphasis on implementing a pilot program in the “swing” building. 		
Strategy	Evidence of Completion	Due Date/ Status
1. Develop plan for the swing building.	Complete plan.	Completed Mar, 2003
2. Evaluate available funding.	Forward movement of the plan or the plan postponed for budget reasons.	
<ul style="list-style-type: none"> Convert the current shareware intrusion detection software to a supported product – Cisco IDS (Intrusion Detection Software). 		
Strategy	Evidence of Completion	Due Date/ Status
1. Design and order hardware	Printed Purchase Order	Sep, 2002 Oct, 2002
2. Install hardware.	Equipment Installed.	

**Computing Services – ITSD
Goals & Objectives
January 1, 2002 through June 30, 2003**

Goal 3: Ensure that the new Technology Support Center meets the requirements of a state of the art central computing facility and that the transition to the new space is accomplished with minimal interruption to the campus.		
<ul style="list-style-type: none"> <i>Provide thorough information to the architect and review plans in detail to ensure needs and requirements are incorporated into the plans.</i> 		
Strategy	Evidence of Completion	Due Date/ Status
1. Review plans and solicit staff feedback at every opportunity of the planning process.	Feedback to architect.	Continuous to spring, 2003
<ul style="list-style-type: none"> <i>Prepare preliminary plans for the transition incorporating such factors as equipment that can be phased out, equipment that can be postponed, and equipment that can be used for disaster recovery. Look for opportunities such as installing redundant fiber paths.</i> 		
Strategy	Evidence of Completion	Due Date/ Status
1. Incorporate planning of new TSC, redundant central computing for DRP, and redundant fiber for data network backup.	A cost efficient plan that minimizes downtime when the computing room is relocated to the TSC.	May, 2003

Staff Tasks Computing Services Department

Responsibility	Steve	Mike	Ellen	Vacant	Kevin	Lori	New DBA	Ray	Char	Shaw	Jeff	Brian
VMS System Administration ¹		P	P									
PMDF support (e-mail on VMS)		P	P									
Windows NT/2000 System Administration ¹	S			P	P	P						
Exchange 2000 software support	B			P	P	P						
Monitor postmaster mailbox (undeliverable messages) for potential e-mail problems.		P	S		P							
Solaris System Administration I	B			P	P	P	P					
WINS (Windows name services) support	B			P	P	P						
Linux System Administration ¹	S			P	P						S	P
SQL Database Administrator	B			P	P							
Oracle Database Administrator							P					
Web services support (Windows – IIS, Netscape)	P					S						
Web services support (VMS – Purveyor, OSU, Apache)		P	S									
Real Video Support	P					S						
DNS (Domain Name Service) support		P	S	S	P						S	P
On-time calendar support, migrate calendars from On-time to Outlook						P						

Codes: P=primary S=Secondary B=backup Red=tasks that will be phased out Blue=tasks recently added

Responsibility	Steve	Mike	Ellen	Vacant	Kevin	Lori	New DBA	Ray	Char	Shaw	Jeff	Brian
Webmail server support				P	P							
Active Directory (directory services) administration	B			P	P	P						
Security incident response, investigate, and report		P	S									
Dell SAN support	B			P	P	P						
Network Management ²											P	P
Firewall management (plan, configure and maintain policies) – main gateway and RESnet)					B						P	P
IP management, DHCP server support					B						P	P
VMSccluster daily operations - monitor queues, mount tapes, backups (daily, monthly and yearly), tapes offsite, restart or report batch jobs that abend, release or change job priorities								B	P	P		
Setup accounts and change user passwords on Windows, VMSccluster, and u-business								P	P	P		
Audit and review all accounts established by operations, enter email addresses of new accounts into HRS								P				
Manage physical facilities – fire, intrusion, environmental, power, locks, etc.								P				

Codes: P=primary S=Secondary B=backup Red=tasks that will be phased out Blue=tasks recently added

Responsibility	Steve	Mike	Ellen	Vacant	Kevin	Lori	New DBA	Ray	Char	Shaw	Jeff	Brian
Manage backup tapes for Windows, Voice Response, and Solaris								B	P	P		
Process and distribute printouts including special forms, maintain and track supply inventory								B	P	P		
Coordinate repairs and maintenance of equipment in central facility on contract								P	B	B		
Weekly preventive maintenance on all computer room hardware								B	P	P		
Respond to phone calls and walk-ins regarding the status of central servers, network, access problems, job and printout status, etc.								P	P	P		
Scan and run reports for scanned data such as tests, SPOTS, etc., e-mail results on request								B	P	P		
Process daily credit card transactions on Voice Response								B	P	P		
Process SPOTS – print initial forms and break down by department, scan, break down reports and graphs by department and deans								B	P	P		

Codes: P=primary S=Secondary B=backup Red=tasks that will be phased out Blue=tasks recently added

Responsibility	Steve	Mike	Ellen	Vacant	Kevin	Lori	New DBA	Ray	Char	Shaw	Jeff	Brian
Coordinate SPOT processing, distribution, order forms and field questions								P				
Webmaster – administer hardware and software, coordinate resources, co-chair Web committee, administer directories, collect and report usage statistics	P					S						
Support NetIQ software for migrating users from the uncwil to the uncw domain					P	P						
Capacity planning	P	P	S	P	P		P	P			P	P
Troubleshoot problems	P	P	P	P	P	P	P				P	P
Research new products	P	S	S	P	P	P	P	S			P	P
Write procedures	P	P	P	P	P	P	P	P			P	S
Serve on committees	P							P			P	
Serve on selection teams	S	S	S	S	S	S	S	S			S	S
Supervise permanent staff	P							P			P	
Supervise student workers	S							P	P	P	S	P
Test and refine disaster recovery procedures	P	P	P	P	P	S	P	P	S	S	P	P
Reconcile departmental inventory	S							P			S	S

Codes: P=primary S=Secondary B=backup Red=tasks that will be phased out Blue=tasks recently added

Responsibility	Steve	Mike	Ellen	Vacant	Kevin	Lori	New DBA	Ray	Char	Shaw	Jeff	Brian
Support ITSD staff in their efforts to provide end-user support (e.g. Client Services with the Outlook migration) and server administration (e.g. Applications Services with Campus Pipeline).	P	P	P	P	P	P	P	S	S	S	P	P
SAS support on VMScuser			P									
Assist with scanner programming			P									
SPOT support – write and execute analysis programs, field questions on reports			P									
Manage remote network connections – T1's and T3's (wireless soon)											P	P
Special network setups for conferences, orientation, trade shows, etc.											S	S
Maintain software for auto registration of IP addresses											S	P
Maintain the auto status system that monitors all network devices and pages staff when problems											S	P

Codes: P=primary S=Secondary B=backup Red=tasks that will be phased out Blue=tasks recently added

1. System Administration Duties are:

- Setup/delete/modify accounts
- Setup folders/directories for users, departments, etc.
- Establish procedures for password changes for Computer Operations
- Set access rights and permissions for users based on groups
- Install operating system upgrades/updates and patches
- Install and configure layered software – such as backup software, virus protection, etc.
- Monitor and tune performance
- Manage disk space – exceeded quotas, disks at capacity, etc.
- Establish procedures for data backup for Computer Operations
- Restore individual files or entire disk drives
- Review logs for hardware errors, backup failures, attempts to access resources without the proper privileges, etc.
- Monitor security sites for viruses and other system bugs, apply patches and service releases immediately to address
- Create print and batch queues
- Install hardware such as memory, disk drives, network interfaces, etc.
- Ensure proper licenses and install products keys (sometimes annually)
- Configure for network access

2. Network Management Duties are:

- Configure and install routers, switches and wireless access points
- Upgrade and install software updates on network equipment, flash firmware
- Troubleshoot network problems and performance issues
- Monitor and address security issues (intrusion detection, denial of server attacks, etc.)
- Administer and implement VLAN's (routing)
- Track vast inventory of network equipment
- Collect and track network traffic data

Note: The physical wiring (copper and fiber) infrastructure is the responsibility of Telecommunications. Computing Services is responsible for the electronics (routers, switches, wireless access points, etc.) and data network software, i.e. all devices that transmit data over the physical wiring.

Department of
Telecommunications
Services



September 20, 2002

University of North Carolina at Wilmington
INFORMATION TECHNOLOGY SYSTEMS DIVISION

Department of Telecommunication Services

The Department of Telecommunications Services has design, development and oversight responsibilities in a number of operation areas within the Information Technology Systems Division. Telecommunications Services is responsible for the operation of the UNCW Communications Server, the UNCW telephone system and aspects of the campus infrastructure. Responsibilities include design, deployment, maintenance, billing services and University Operator Services of the central phone system.

The department is receipt supported, deriving its operating capital from revenue generated through customer charges. Telecommunications is committed to ensure the University with quality customer service. The customer service orientation of the department places the overall operation in the unique context of balancing cost and quality with customer satisfaction. The department is headed by a director and is housed within the Information Technology Systems Division and reports to the Vice Chancellor for Information Technology Systems Division.

Design

- To provide project coordination between Information Technology and Business Affairs.

Deployment / Maintenance


- To protect the integrity and the safety of the telecommunications systems at UNCW by maintaining strict control over the wiring and facilities to prevent tampering or damage to the network.
- To manage any underground communication wiring or building wiring rooms exclusively.

Billing Services

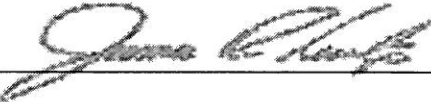
- To generate and transmit monthly administrative bills for installations, monthly services, equipment maintenance, and toll service.

University Operator Services

- To provide operational support and process calls for students, faculty and staff.
- To request, review and add employee information to various computer databases to keep information current and up to date for switchboard use.
- To collect work order information from the university community to prepare trouble tickets.

 Date 9/1/02

Dr. Robert E. Tyndall
Vice Chancellor for Information Technology Systems



Dr. James Leutze
Chancellor for UNCW

Department of Telecommunication Services – ITSD Goals January 2002 – June 2003

The Department of Telecommunication Services has established four goals which projects and objectives for the next twelve to eighteen months have been linked. The goals with the linked objectives follow. In some cases, an object may be linked to one or more goals. In such a case, when an object is linked to multiple goals, the secondary goal number will follow the objective. Completed or no longer applicable [REDACTED]

1. To establish and implement the infrastructure guidelines to the University’s needs and ensure lifetime support of future services to students, faculty and staff.

- *To establish and implement a work order module that ensures the timely and effective completion and/or follow up of work orders and trouble tickets for customers in the University community.*

Ongoing Through 2003

Due Date/ Status
October 2002

Evidence of Completion

1. Install work order module to log all work order and trouble ticket information. Purchase work order module.

2. Monitor staffing of service area to ensure there are adequate personnel to meet the demand of work orders and trouble tickets. Development of graphs and charts.

3. Review reports from work order system periodically to monitor efficiency of work order and trouble ticket resolutions. Development of graphs and charts.

- *To revise and maintain departmental web page with current information about Telecommunications products and services.*

March 2002-ongoing

Strategy

Evidence of Completion

1. Formulate position to manage web page for the department. Person assigned.

2. Develop expertise in standard web page development tools to be used in updating the web page. Schedule training with ITSD program coordinator off site facility.

3. Revise web pages to showcase valuable information and resources for the University community. Meet with ITSD program coordinator for approval and/or suggestions. Ongoing

Due Date/ Status
March 2002

Ongoing

Ongoing

Department of Telecommunication Services – ITSD Goals January 2002 – June 2003

- *To develop and implement innovative applications to enhance telephone and voice mail services for the student population by expanding the scope of services provided while soliciting their input on the types of Telecommunications programming available to them.*

Strategy

1. Develop committee to work on future applications with participation from students to increase visibility of our department within the student population.
2. Promote the use of student voice mail system.
3. Complete project to provide private telephone number for each resident in double occupancy rooms using two telephone sets.
4. Develop broadcast voice mail announcement to reach hundreds of people with one announcement.
5. Create student-training workshop to cover applications offered to them.
6. Purchase and implement possible Primart Rate ISDN (PRI) service for the campus.
7. Develop creative billing model for services to off campus students, faculty and staff.

Evidence of Completion

- ITSD Strategy committee developed.
- Addition of 350 ports per pillow.
- Addition of 350 ports per pillow.
- Software upgrade purchased.
- Schedule meetings with Resident Assistant and Resident Coordinators by System Administrator.
- Upgrade from G3R 6 to G3R 11communications server.
- Model created.

- *Support the department's mission to facilitate the deployment of communications technology in support of the University and be responsive to the communication needs of our customers.*

Strategy

1. Schedule weekly meetings to discuss strategic planning and overall management.

Evidence of Completion

- Strategic Planning committee formed within department to review plans.

**Due Date/
Status**
June 2002

August 2002
August 2002

January 2003

December
2002

August 2002

June 2003

Ongoing

**Due Date/
Status**
June 2002

**Department of Telecommunication Services – ITSD
Goals January 2002 – June 2003**

2. Research new software packages that would assist in automating particular aspects of Systems maintenance and installation.	New software purchased and installed.	March 2002
3. Continue to represent Telecommunications on Project Design & Management Committees to ensure inclusion of department on new construction.	Department represented at meetings and in communication with PDM on new projects.	Ongoing
4. Utilize software to make the work order and trouble ticket process more efficient.	Progress documented.	August 2002
5. Monitor and report various statistics within the Definity G3R telephone switch (i.e. number of calls answered, speed of answer, etc.)	Data collected from new G3R 11 software.	August 2002
<ul style="list-style-type: none"> • <i>To communicate vital information to the University community via voice mail by installing a broadcast system that will allow the distribution of all pertinent information via voicemail.</i> 	<i>July 2003</i>	<i>July 2003</i>
Strategy		
1. Identify person(s) that will be the primary news source and assign broadcast capability.	Person appointed through team decision.	Due Date/ Status January 2003
2. Create instructional guidelines and implement training on sending broadcast messages.	Guidelines set by system administrator.	March 2003

Department of Telecommunication Services – ITSD Goals January 2002 – June 2003

- *Maintain and improve services offered by the Administrative Services area.*

Strategy

- | | Evidence of Completion | Due Date/
Status |
|------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|-----------------------------|
| 1. Develop after hours automated attendant for the purpose of contacting faculty and staff after normal working hours. | Implement speech recognition software. | March 2002-
Ongoing |
| 2. Implement an automated attendant to obtain campus information (i.e. events, schedules, etc.) | Implement speech recognition software. | March 2002-
Ongoing |
| 3. Work more closely with campus departments to coordinate activities and schedules for telephone operator database program. | Procedure TEL 1.20 in place to maintain database of information on official UNCW Activities/Events Information. | Ongoing |
| 4. Monitor and report various statistics within the Definity G3R telephone switch (i.e. number of calls answered, speed of answer, etc.) | Develop charts and graphs to show productivity of operator services. | Ongoing |

- *To establish a speech recognition platform*

Strategy

- | | Evidence of Completion | March 2002-
Ongoing
Due Date/
Status |
|--------------------------------------------------------------------------------------------------------------|----------------------------------------|---------------------------------------------------------|
| 1. Conduct research, meet with vendors and schedule demos to consider options for speech recognition system. | Meetings with vendors, data collected. | March 2002-
Ongoing |
| 2. Send out survey to fellow Universities requesting information. | Feedback received. | July 2002 |
| 3. Purchase and implement speech recognition software/system. | <i>Pending budget approval.</i> | |
| 4. Train staff to manage speech system. | <i>Pending budget approval.</i> | |

**Department of Telecommunication Services – ITSD
Goals January 2002 – June 2003**

- *To implement 9-1-1 Pinpoint Service*

Strategy

Evidence of Completion

**August 2002-
Ongoing
Due Date/
Status**
August 2002

- | | |
|---------------------------------------------------------------------------|------------------------------------------------------------------|
| 1. Work with BellSouth to construct database. | Database organized and updated. |
| 2. Coordinate timing for call through testing with all agencies involved. | Testing completed and successful. |
| 3. Staff trained to manage and edit database. | Appropriate staff knowledgeable of building and loading process. |

September
2002
October 2002

2. To develop and support applications that provide and incorporate new technology for the services of the students, faculty, staff and alumni.

- *Research various types of wireless communications in an effort to provide the latest technology to the University.
(Goal #3)*

**June 2003
On Hold**

Strategy

Evidence of Completion

**Due Date/
Status**
January 2002

- | | |
|------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|
| 1. Perform feasibility test with Voice over Internet Protocol (VoIP) along with computing services. | Schedule test with Cisco and Computing Services over 4 month period |
| 2. Perform feasibility test with various handheld computers (Samsung I300) and Personal Digital Assistants (PDA)(Palm M505). | Purchased units for testing purposes. |
| 3. Research possible wireless antennae sight location (Galloway, water tower) | Awaiting approval from VCBA. |

April 2002

April 2002-
Ongoing

**Department of Telecommunication Services – ITSD
Goals January 2002 – June 2003**

3. To establish and implement high levels of end-to-end scalability for hardware and software building blocks to provide end users with a flexible, redundant and long term infrastructure system.

- To pursue the application of wireless networks of telephone and computers (Goal #2)

Project on hold by State

Due Date/Status
Completed

Strategy

Evidence of Completion

- | | | |
|--------------------------------------------------------------------|-------------------------------------------------|-----------|
| 1. Implementation of campus wide debit card system. | Antenna installed on water tower. | Completed |
| 2. Install campus wide wireless network | All zones active. | |
| 3. Install antennae for University paging system | Antenna installed on water tower. | |
| 4. Purchase software to integrate cellular phones with PBX system. | Purchase software from local cellular provider. | |
| 5. Create software to monitor work orders via cellular equipment. | Write J2ML program with Application Services. | |

August 2003

June 2003-
Ongoing

- To install a redundant fiber optic system from the Telecommunications building through existing conduit and manhole system to Hoggard Hall.

June 2003

Strategy

Evidence of Completion

- | | | |
|------------------------------------------------------------------------------------------|---------------------------------------------------------------|-----------|
| 1. Develop initial funding through bond projects. | Provided with funding with bond money. | June 2003 |
| 2. Installation of 3 additional manholes and conduits through funding with student fees. | Project included in Physical Plant Facilities Burney project. | |
- To install a 4-4 inch conduit system with manholes from the Telecommunications building to existing manhole #42 at Wagoner Hall.

June 2003

**Department of Telecommunication Services – ITSD
Goals January 2002 – June 2003**

Strategy	Evidence of Completion	Due Date/ Status
<ol style="list-style-type: none"> 1. To present facilities with AutoCAD drawing of location of man and conduits connecting existing manhole 42. 2. Work with facilities management for funding. 	<p>AutoCAD drawing added to university 5-year plan.</p> <p>Funding identified.</p>	<p>June 2003</p> <p>June 2003</p>
<ul style="list-style-type: none"> • <i>To upgrade copper facilities to the University Union, Burney Student Support Center and the Warwick Center.</i> 	<p><i>June 2003</i></p>	<p><i>June 2003</i></p>
Strategy	Evidence of Completion	Due Date/ Status
<ol style="list-style-type: none"> 1. Develop funding through facilities for renovations to all of above. 2. Provide AutoCAD design to facilities for implementation of new underground design. 	<p>Facilities implementation.</p> <p>Facilities campus 5-year plan.</p>	<p>June 2003</p> <p>June 2003</p>
4. To identify potential ways to increase/maximize revenue.		
<ul style="list-style-type: none"> • <i>Increase revenue in telephone billing area (object code 0347) and utilities service area (object code 0351) due to steady revenue decrease in student long distance and telephone commissions.</i> 		<p><i>December 2002</i></p>
Strategy	Evidence of Completion	Due Date/ Status
<ol style="list-style-type: none"> 1. Increase monthly charge to students for voice mail and cable television service. 2. Increase monthly charge to students for telephone service with the addition of a new residential 	<p>Rates have been agreed upon through 2004-05 fiscal year with VCSA.</p> <p>New residential dorm to be completed.</p>	<p>Ongoing</p> <p>June 2003</p>

Department of Telecommunication Services – ITSD Goals January 2002 – June 2003

- housing unit.
3. Research possibility of changing the student long distance carrier to the one yielding greater commissions to the University. June 2003
 4. Develop new LD contract for calling cards to the faculty and staff. June 2003
 5. Collect quarterly revenue from students activating cellular service via Cingular Wireless. Ongoing
 6. Research possibility of initiating contract with other local cellular providers to collect revenue from student cellular phone activations. June 2003
 7. Install cable television to 11 academic buildings and collect revenue for annual charges associated with service. June 2003
 8. Work with Business Affairs and Barnes and Noble to define future plan for cellular phone sales offered to student population. December 2002

- *Combine Ethernet, telephone and cable television into one charge.*

Strategy

1. Implement rate increase for combined services and charges to university community.
2. Develop pricing structure for telephone and data services to outside contractors and vendors.

Evidence of Completion

- Approval on rate increase from ITSD to be effective in 2003 – 2004 fiscal year.
- Administrative services and systems maintenance divisions have agreed on methods for installation standards and rate structures.

Due Date/ Status

- June 2003
- July 2002

**Department of Telecommunication Services – ITSD
Goals January 2002 – June 2003**

- *To evaluate service and rates plans offered by other companies in an effort to maximize state dollars spent by the University.*

Strategy	Evidence of Completion	Due Date/ Status
<ol style="list-style-type: none"> 1. Work with vendors to negotiate rates equal to, if not better than, rates published on state contract. 2. Ensure that Telecommunications staff has the opportunity for technical training from preferred vendor when dealing with cellular phone and pagers. 3. Propose conversion from BellSouth private lines to Centrex lines from State Telecommunications in an effort to decrease charge to University departments. 	<p>Consistently monitor plans on bi-annual basis to determine best rates.</p> <p>Cell phone and pager coordinator demonstrates the ability to use equipment in daily activities and provide on the spot training for Telecommunications staff.</p> <p>Reducing number of Bellsouth private lines by 10%.</p>	<p>Ongoing</p> <p>Ongoing</p> <p>January 2003</p>
Strategy	Evidence of Completion	Due Date/ Status
<ul style="list-style-type: none"> • <i>Increase rates charged for services cable and voice mail, cellular, pagers.</i> <ol style="list-style-type: none"> 1. Propose plan to increase cable TV charges to academic and administrative areas. 	<p>Implement increase rate in 2003 – 2004 fiscal year.</p>	<p>July 2003</p>

Department of Telecommunication Services – ITSD
Goals January 2002 – June 2003

2. Increase voice mail rates to faculty and staff. Implement increase rate in 2003 – 2004 fiscal year. June 2003

3. Develop strategy through Application Services to adjust cellular rates via DAIN billing system. Completed project request form to Application Services. November 2002

4. Add administrative fee to monthly paging service for faculty and staff. Included in 2002 – 2003 annual pager charges. July 2002

Staff Role Maps Telecommunications Department

Responsibility	Annie	Rusty	Yvonne	Anthony	Rashida	Gia	Sandy	Mike	Betsy	Wes	Bill	Lonice	Amy
Manage remote network connections - T1s and T3s		P	S	P				S		P	B		
Respond to phone calls and walk-ins	B				P		P					P	
Active Directory (directory services) administration					S		B					P	
Telemate Network Management					S	P				B			P
Process and distribute printouts including special forms	P										B		
Maintain and track supply inventory													
Troubleshoot problems		P	P	P				P		P			
Research new products			P			P				P	S		
Write procedures						P					P		
Serve on committees	P	P	P	P	P	P	P	P	P	P	P	P	
Supervise permanent staff						P		P			P		
Test and refine disaster recovery procedures									P		S		
Reconcile department inventory		P							S				
Process work orders for dispatching			P			S							
Itemize completed work orders for billing			P			S							
File work orders			P			B							
Switch Administration		S	P	S						P			
Program phones		S	P	S									
Troubleshoot phone feature problems			P							P			

Codes: P=primary S=secondary B=backup

Responsibility	Annie	Rusty	Yvonne	Anthony	Rashida	Gia	Sandy	Mike	Betsy	Wes	Bill	Lonice	Amy
Program call routing options for various departments			P							S			
Maintain and update Switch directory			P							S			
Build and activate auto-attendants			P							S			
Activate voice mailboxes			P							S			
Maintain and update Audix directory			P		B		S						
Troubleshoot voice mail problems		S	P	S						S			
Respond to calls for forgotten passwords, locked mailboxes, and general how to questions.			P		B					S			
Prep students voice mailboxes for reissuance, (delete old messages, unlock, and reset passwords to default)			P							S			
Update call center logins, skills, and vectors			P							S			
Write and or rewrite call center vectors			P							S			
Troubleshoot call center problems			P							S			
Maintain and update Telemate directory						P	S						P
Research telemate for reports						P	S						P
Update Dain directory						S	P						S
Generate electronic input of requisitions													
Requisition phone equipment	S										P		
Contact Vendors for equipment quotes			P			S					B		

Codes: P=primary S=secondary B=backup

Responsibility	Annie	Rusty	Yvonne	Anthony	Rashida	Gia	Sandy	Mike	Betsy	Wes	Bill	Lonice	Amy
Monthly backup of the Switch and Audix					P								B
Backup operators	P					P							
Backup Billing Supervisor on Dain and Club billing											P		
Inputing data of daily G3R reports for Wes					S		P						
Receive & distribute phone/cable repair troubles					P		P					P	
Follow-up on phone/cable repair troubles					P		P					P	
Tabulate/compile phone/cable troubles every 6 mos.												P	
Order supplies from Central Stores as needed/requested	P												
Process monthly Bell South Telephone Bill					S	P							
Process campus-wide verifications 3 times a year												P	
Check in packages/orders and distribute					P		P					P	
Distribute Campus Mail							P					P	
Open up Operator Services and open buildings each AM					P	S	P					P	
Close up Operator Services other buildings in PM					P		P					P	
Backup weekly tapes for both consoles					P								S
Take backup tapes to safe at Physical Plant weekly					P	S							
Assist staff with Cellular Phones/Problems						P	S				B		

Codes: P=primary S=secondary B=backup

Responsibility	Annie	Rusty	Yvonne	Anthony	Rashida	Gia	Sandy	Mike	Betsy	Wes	Bill	Lonice	Amy
Assist staff with Pagers/Problems						P	S				B		
Process Check Requests	P					S							
Type up Interdepartmental Invoices	P					S							
Updates console changes from black book													
Process Telecom work orders			P			S							
Receive & distribute faxes					P		P					P	
Assist co-workers with various office duties													
Maintain logbook for Alarm Problems					P		P					P	
Maintain logbook for Building doorlocks					P		P					P	
Maintain operator services area												P	
Meet with Rusty daily to go over G3R reports							P						
Compiling & distributing quarterly dept. newsletter						S	P						
Go to weekly departmental meetings	P	P	P	P	P	P	P	P	P	P	P	P	
Bi-weekly, run G3R/telemate report for comparison													
Record video tapes as needed					P		P					P	
Make-up Telephone packages for Technicians												P	
Assist with printer problems						P							P
Assist in maintaining purchase orders/file	P										S		

Codes: P=primary S=secondary B=backup

Responsibility	Annie	Rusty	Yvonne	Anthony	Rashida	Gia	Sandy	Mike	Betsy	Wes	Bill	Lonice	Amy
Help train new employees						P		P			P		
Check courtesy phones yearly						P							
Train new employees at switchboard						P							
Process monthly AT&T Telephone bill						P							
Schedule conference calls with AT&T operator for various departments			S		P		P					P	
Intuity voice-mail software administration			P							S			
Avaya G3R administration			P							P			
Intuity voice-mail hardware maintenance										P			
Avaya G3R maintenance and addition										P			
Statistics on voice-mail operation (data polling)			S							P			
Statistics on G3R operation (data polling)			S							P			
Codes and regulations concerning wire-pulling								P			S		
Telephone distribution and resource allocation planning			P							P	P		
Emergency response to equipment outages	P	P	P	P	P	P	P	P	P	P	P	P	
Remote monitoring of telephone equipment (after hrs)		P		P							P		
Systems equipment ordering and consultation											P		

Codes: P=primary S=secondary B=backup

Responsibility	Annie	Rusty	Yvonne	Anthony	Rashida	Gia	Sandy	Mike	Betsy	Wes	Bill	Lonice	Amy
Setup and maintain backup routine for all dept computers						P							P
Maintain department's web page					P								
Research various topics	P	P	P	P	P	P	P	P	P	P	P	P	P
Produce booklet/guide for new employees informing them of various services we provide	P												
Answer Definity G3R and AT&T PC consoles	S		S		P	S	P					P	
Retrieve voice mail messages from helpline and daily repair lines													
Prepare requisitions for standing purchase orders related to wireless comm. & services						P					S		
Coordinate training needs for admin. & technical staff						P							
Request new cellular & paging equipment for faculty & staff via state contract						P							
Perform feasibility tests on the latest wireless technology						P					P		
Work with wireless providers to setup revenue sharing programs						P					P		
Deposit commission checks from various vendors	P					P							
Coordinate connection of local area networks between department computers						P							S
Prepare annual billing for faculty, staff and students			S			P							
Activation of voice mail services			P							S			
Perform changes in Definity telephone switch			P							P			

Codes: P=primary S=secondary B=backup

Responsibility	Annie	Rusty	Yvonne	Anthony	Rashida	Gia	Sandy	Mike	Betsy	Wes	Bill	Lonice	Amy
Order various types of telephone services via outside contractors													
Analyze and project budget figures for department						P					P		
Test operation of all courtesy phones					S	P	S					S	
Answer incoming calls on switchboard console					P		P					P	
Setup conference calls for faculty & staff from switchboard console					P		P					P	
Work with outside vendors to negotiate best rates for University						P					P		
Chart various statistics to show performance of tele. operators						P							
Work w/ students concerning BTI long distance telephone service						P			P				
Edit & proofrd changes for UNCW in Bell South telephone directory							P					P	
Perform miscellaneous office duties													
Work order supervision, planning meeting, coordination													
Coordinate, plan and execute PDM projects								P					
Coordinate, plan and execute capital projects								P					
Coordinate, plan and execute non-capital projects								P					
Research and execution of standards								P			P		
Coordinate and schedule trouble tickets								P					

Codes: P=primary S=secondary B=backup

Responsibility	Annie	Rusty	Yvonne	Anthony	Rashida	Gia	Sandy	Mike	Betsy	Wes	Bill	Lonice	Amy
Coordinate and plan AV/TV support								P					
Provide construction supervision of major projects								P					
Campus wide drawings and specifications		P		P				P					
Pursue wireless communication						P					P		
Serve as liaison for PDM and Construction services								P					
Coordinate, plan and execute non-funded projects								P					
Manholes infrastructure and underground conduits		P											
Coordinate, plan and execute Campus wide access								P					
Campus wide infrastructure design		S						P					
Design and plan campus CATV											P		
Provide and upgrade Auto-Cad designs University wide		P		P				P					
Supervise technicians with auto-cad								P					
Estimate & generate requisitions for materials			P					P					
Campus wide design of fiber optics								P			P		
Campus wide fiber optics maintenance		P		P									
Training on and off site						P							
Verification and receiving of vendor notification													
Gathering information on the latest technology		P	P	P	P	P	P		P	P	P	P	

Codes: P=primary S=secondary B=backup

Responsibility	Annie	Rusty	Yvonne	Anthony	Rashida	Gia	Sandy	Mike	Betsy	Wes	Bill	Lonice	Amy
Assist Michael with accounting and organization									P				
Implement accounting system for UNCW Telecom Manholes		P		P					P				
Implement accounting system for UNCW Telecom Closets									P				
Help with study to locate Speech System for UNCW					P				P				
Manage Project Budget Accounting Records									P				
Process Temp. Salary Payments (Olisten)									P				
Assist with renovation in Hanover, Trask, Randall, Bear								P	P				
Work with Purchasing to find new Cleaning Contractor									P				
Coord. paperwork and contact for current Cleaning Service									P				
Update/Modify Student Telephone Handbook						B			S			P	
Coordinate Student Telephone Long Distant Service (BTI)						P			S				
Coordinate and update listings in BellSouth Telephone Directory	S											P	
Issue State Calling Cards maintain data base information						P							
Continue to modify Disaster Relief Plan									P		S		
Process payment approval for open PO's						P			P				
Telecom closets				P									
other duties as assigned	P	P	P	P	P	P	P	P	P	P		P	

Codes: P=primary S=secondary B=backup

Responsibility	Annie	Rusty	Yvonne	Anthony	Rashida	Gia	Sandy	Mike	Betsy	Wes	Bill	Lonice	Amy
Webpage Updates													
<u>Administrative Services</u>													
<u>Dialing Instructions</u>			P										
<u>Voice Mail Instructions</u>			P										
<u>Telephone Features</u>			P										
<u>Wireless Communication</u>						P							
<u>Products and Services</u>			P										
<u>Operator Services</u>					P								
<u>Student Telecom. Services</u>													
<u>Dialing Instructions</u>			P										
<u>Off Campus Dialing</u>			P										
<u>BTI</u>													
<u>Telephone Features</u>			P										
<u>Personal Student Numbers</u>			P										
<u>Voice Mail Instructions</u>			P										
<u>Telephone/Cable Repair</u>													
<u>Harassing Calls</u>					P								
<u>Engineering</u>													
<u>Infrastructure Planning Guide</u>								P					
<u>Avaya Guidelines</u>								P					
<u>AutoCad Drawings</u>			P										
<u>Special Projects</u>								P					
<u>Disaster Plan</u>									P				

Codes: P=primary S=secondary B=backup

**Office of
Web Services**



University of North Carolina at Wilmington
INFORMATION TECHNOLOGY SYSTEMS DIVISION

Office of Web Management

The Office of Web Management is responsible for the overall quality, utility and ease of access and navigation of the UNCW web presence. The Web Master is charged with establishing and maintaining general guidelines intended to ensure a common look and feel and uniform navigation systems among the numerous web sites under the university umbrella. The office is authorized to review official university sites for quality of design and general continuity and compliance with identia standards established by the university. In cooperation with the assistant vice chancellor for university relations, the Web Master shall assist organizational units or persons with their efforts to create web sites in compliance with university standards. The Office of Web Management is also responsible for the planning, purchasing and maintenance associated with web servers used to provide the campus wide presence on the web. In this capacity the office assists with services ranging from the delivery of the UNCW homepage, supporting materials for some online courses or course segments, and database connectivity to live streaming video.

The Office of Web Management is responsible for addressing issues which concern the development, maintenance and integration of presentation formats, hardware and software that support UNCW's web sites. The Web Master shall seek advice and guidance in this effort from a campus-wide committee. The Web Coordination Committee will serve as a planning resource on issues concerning site development, navigation and usage by UNCW faculty, staff and students as well as the general public. Organizational units on campus which have or will establish designated web-site coordination roles will be expected to charge such individuals with working closely with the Web Master to ensure that optimal quality, clarity and usage standards are achieved.

Web Applications

- To serve as a consultant for web based products and solutions.
- To work with programmers in Applications Services to achieve integrated solutions for the web.
- To oversee web based forms systems.
- To ensure best integration of web services to the Collaborative Computing Environment.


Web Servers

- To plan, purchase and maintain web server hardware and software including:
 - Microsoft and Linux based system.
 - Netscape, Microsoft, and Apache server software.
 - Real Networks streaming video and audio servers.

- Search engine providing search ability for multi server sites.
- WebBoard system for online discussion areas for classes.

Coordination

- To work with the Web Coordination Committee on issues concerning procedures for use of the site by UNCW Faculty and Staff.
 - Coordinate efforts of Web Site Coordinators.
 - Work with departments and organizations to coordinate campus wide efforts.
 - Promote unification of www.uncwil.edu (www.uncw.edu).

 Date 9/1/02

Dr. Robert E. Tyndall
Vice Chancellor for Information Technology Systems

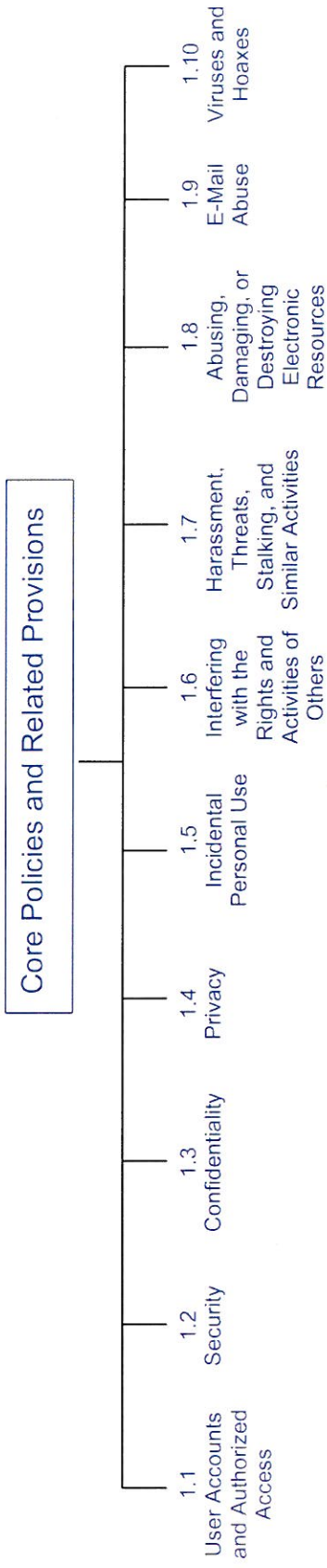


Dr. James Leutze
Chancellor for UNCW

Information Technology Systems Division Policy and Related Provisions

- **Responsible Use of
Electronic Resources**
- **Responsible Management
of Information Technology
Resources**

ITS 1.00 Responsible Use of Electronic Resources Policy



Existing UNCW Policy
Existing Document



The University of North Carolina at Wilmington

Policy on Responsible Use of Electronic Resources

Responsible Office(s): **Information Technology
Systems Division**

Effective: **January 8, 2002**
Supersedes: **UNCW Computer
Use Policy**

Purpose

This document provides guidelines for the responsible and appropriate use of the University of North Carolina at Wilmington's electronic computing and communication resources and services. This is not a comprehensive document covering all aspects of responsible use. It is not possible to anticipate all the conditions and circumstances associated with the use of these resources. The guidelines that follow and the specific policies they reference seek to link established codes of conduct for the use of new technologies by members of the university community.

Policy

General Statement

The electronic resources of the University of North Carolina at Wilmington are powerful tools, shared among all members of the campus community, designed to support the teaching, learning, instructional, research, administrative, service, and other activities of the University and are intended to be used in useful and productive ways. Individuals using these resources are expected to do so wisely and carefully, with respect and consideration of the rights, needs and privacy of others. Electronic resources and the data they support are used by and accessible to a large number of authorized users. However, since these are typically networked resources they are also subject to unauthorized intrusion, access and attack. It is essential, therefore, that all users understand and follow guidelines concerning authorized and responsible use. These guidelines are designed to preserve and protect users, their data and other assets, the University, and the electronic computing and communication systems themselves, and are set forth below.

While the proliferation of information technologies does not alter basic codes of behavior in academic life, it does place some issues in new contexts. Using these technologies enables people to do varied things more easily, including those that are useful and constructive as well as those that are harmful and destructive.

Electronic computing and communication technologies increase the risks of actions, deliberate or not, that are harmful in various ways, including: (a) interference with the rights of others; (b) violation of the law; (c) interference with the mission of the

University; or (d) endangering the integrity of the University's computer and communication networks.

Users must act prudently and responsibly to both preserve the freedom to acquire and share information and to sustain the security and integrity of individuals within the community. Access to electronic resources at UNCW is a privilege, not a right, and must be treated as such by all users of these resources. Every user is responsible for the integrity of these information resources. All users must respect the rights of other computer users, respect the integrity of the physical facilities and controls, and respect all pertinent license and contractual agreements related to electronic resources. Users must also understand the ramifications of illegal use, exchange, or display of copyrighted, deceptive, defamatory, or obscene materials on a web page or through other electronic communication channels.

All users shall act in accordance with this policy and all relevant University policies, rules and regulation, including adherence to all relevant local, state and federal laws and regulations. Failure to conduct oneself in compliance with appropriate policies and guidelines may result in denial of access to University information systems and/or other actions in accordance with appropriate University rules and regulations.

Accepting any account and/or using UNCW's electronic resources shall constitute an agreement on behalf of the user or other individual accessing such information systems to abide and be bound by the provisions of this policy and the principles and guidelines contained herein.

Principles and Guidelines

Items in bold print below indicate hot links to specific administrative provisions.

UNCW has instituted policies dealing with specific actions in a number of areas. These are listed below. As a matter of principle, users should act prudently and responsibly in the use of electronic resources, and are prohibited from engaging in activities including but not limited to those generally described in the following categories:

- harassing or threatening a specific individual(s), (see **Harassment, Threats, Stalking, and Similar Threats** below);
- impeding, interfering with, impairing, or otherwise causing harm to the activities of others (see **Interfering with the Rights and Activities of Others** and **E-mail Abuse** below);
- downloading, or posting to University computers, or transporting across University networks, material that is illegal, proprietary, in violation of other University policies and procedures, regulations or contractual agreements, or is otherwise damaging to the institution;

- using University or campus logos, word marks, service marks, or other symbols of the University or campus on personal or professional home pages;
- creating pages which contain direct links to pages that violate this policy (in this case, users may be requested to deactivate links to materials the violate this policy);
- damaging, abusing, or in other ways destroying or interfering with the successful operation of electronic resources (see *Abusing, Damaging, or Destroying Electronic Resources*, and *Viruses and Hoaxes* below);
- accessing or attempting to access, use, or modify resources or data for which authorization has not been granted (see *User Accounts and Authorized Access; Security; Confidentiality; and Privacy* below);
- engaging in activities that are illegal under federal, state, local and other applicable laws.

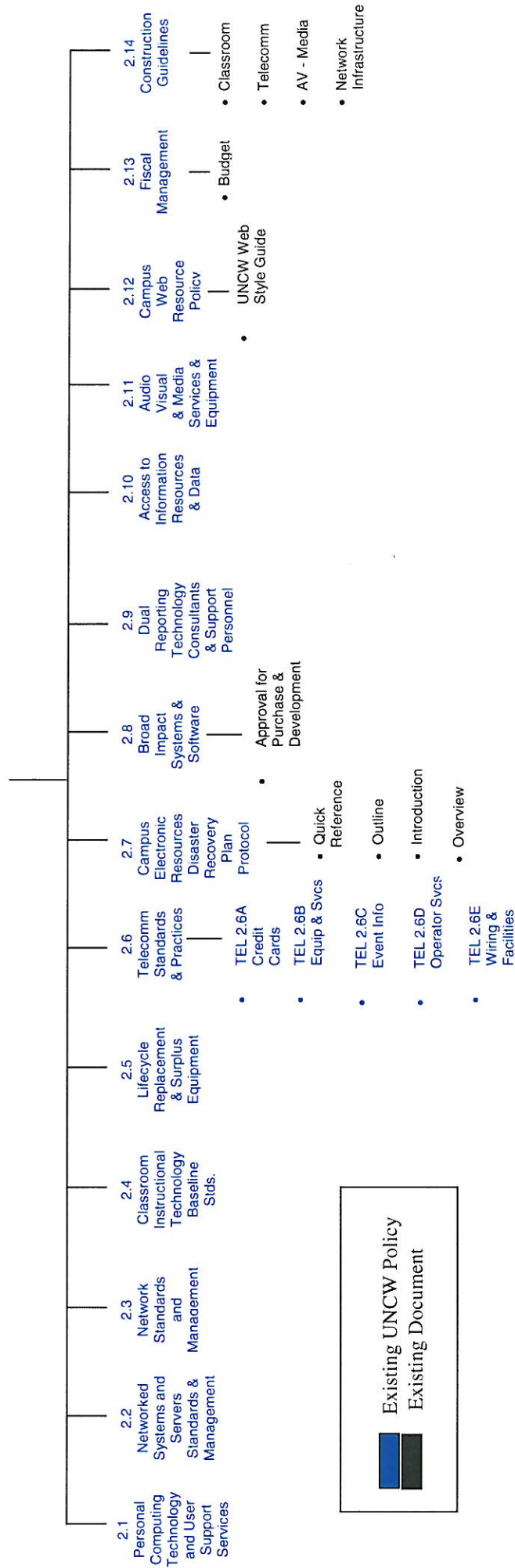
The full text explaining the principles noted above can be found at <http://www.uncwil.edu/itsd/policy/responsible-use.html> An outline of these provisions follows:

- 1.1 *User Accounts and Authorized Access*
- 1.2 *Security*
- 1.3 *Confidentiality*
- 1.4 *Privacy*
- 1.5 *Incidental Personal Use*
- 1.6 *Interfering with the Rights and Activities of Others*
- 1.7 *Harassment, Threats, Stalking, and Similar Activities*
- 1.8 *Abusing, Damaging, or Destroying Electronic Resources*
- 1.9 *E-Mail Abuse*
- 1.10 *Viruses and Hoaxes*

ITS 2.00 Responsible Management of Information Technology

Resources Policy

Core Policies and Related Provisions



The University of North Carolina at Wilmington
**2.00 Responsible Management of Information
Technology Resources Policy**

<u>Responsible Office(s):</u>	Information Technology Systems Division	<u>Effective:</u>	July 17, 2002
		<u>Supersedes:</u>	New

Purpose

This document states the policies and guidelines for the responsible management and administration of the University of North Carolina at Wilmington's information technologies resources. This is not a comprehensive document covering all aspects of responsible management, but instead focuses on a select set of core resources vital to the user community. The policies that follow and the specific provisions that are referenced are intended to establish a framework of principles and operational procedures to ensure the efficient management of IT resources consistent with the mission and goals of the University. These policies and procedures reinforce the essential role that information technology plays in the academic and administrative functions of the institution. They also complement the principles of "universal access", "user-centered supportive environment", and "sustainable quality IT infrastructure" "baseline standardization" and "technology literacy" which frame the University's IT strategy.

Policy

General Statement

The information technologies and support services of the University of North Carolina at Wilmington are powerful resources, shared among all members of the campus community. They are, however, valued by the campus community only to the degree that they support the teaching, learning, instructional, research, administrative, and service activities of the University. These resources are used by and accessible to a large number of authorized users and provide services integral to the mission of the University. It is essential, therefore, that these resources be managed effectively to ensure maximum availability, accessibility, and operational efficiency. The Vice Chancellor of the Information Technology Systems Division is charged with managing the processes which lead to the strategic alignment and integration of campus IT resources.

The following guidelines and policies are designed to:

- • Ensure the allocation and prioritization of technology and support resources consistent with the mission and programmatic goals of the University
- • Establish baseline standards for technology-related products which facilitate collaboration and allow for information sharing through a common set of compatible products and protocols
- • Maximize the impact of university resources through effective and efficient use of staffing
- • Establish practices and processes which enhance the productivity, efficiency, and programmatic effectiveness of the University's information technology support personnel
- • Maintain optimum security and integrity of systems, accounts, and data
- • Leverage the purchasing power of the University for information technology resources through negotiated volume discounts for hardware, software and network products, contract services, and maintenance agreements
- • Ensure business continuity and disaster recovery capabilities of core campus systems and services
- • Preserve and protect data and the electronic computing and communication systems of the University
- • Ensure that IT management policies and standards established by the North Carolina legislature, UNC Board of Governors and UNC President's Office and the UNCW Board of Trustees are fully implemented.

Members of the campus community are expected to be familiar with these policies and guidelines and to conduct themselves and the operations of their academic and administrative units in accordance with them. The use of any of UNCW's information technologies or support services shall constitute an agreement on behalf of the user to abide by the provisions of this policy and the principles and guidelines contained herein. Failure to conduct oneself in compliance with appropriate policies and guidelines may result in a reduction of services or a denial of access to information technologies and support services and/or other actions in accordance with appropriate University rules and regulations.

Principles and Guidelines

Items in bold print below indicate hot links to specific administrative provisions.

UNCW has instituted policies and guidelines in a number of areas that address specific issues and concerns. As a matter of principle, members of the university

community should familiarize themselves with these policies and act in accordance with the guidelines and provisions therein. The areas addressed in this policy include the following:

- • Maintaining a sustainable, manageable, and supportable personal computing environment for the university community requires a standards-based program for technology and service delivery that is both responsive to the needs of constituents and linked to the programmatic goals and mission of the institution. Provisions for addressing personal computing technology standards, training, and support services are contained in *Personal Computing Technology and User Support Services*. Responsible Units: Department of Client Services, UNCW Hardware and Network Baseline Standards Committee;
- • Core networked computing resources such as virtual file sharing, database and application services, email, Web services and others are vitally important to the function and operation of the university. These systems and services are shared by all members of the campus community. Provisions for the responsible management of these resources in such areas as security, interoperability, and data integrity are found in *Networked Systems and Servers Standards and Management*. Responsible Unit: Department of Computing Services;
- • Baseline standards for classroom instructional technology are essential in providing shared facilities that are accessible, compatible, supportable, and maintainable in support of technology enhanced instruction. Technology enhancement of these instructional facilities is made possible through and supported by the Technology Classroom Assistance Program. The baseline standards for classroom instructional technology are found in *Classroom Instructional Technology Baseline Standards*. These standards are consistent with and complement standards for networking and personal computing such as those in *Network Standards and Management*. Responsible Units: Department of A/V Media Services, Department of Computing Services, Department of Client Services, and the UNCW Committee for University A/V Media Services;
- • A process for ensuring user access to quality and up-to-date computer equipment through a cost effective model based on controlled equipment costs and balanced purchasing patterns is a fundamental part of an effective IT strategy. Guidelines and procedures required to maintain a replacement cycle of personal computer equipment within the useful and expected lifetime of the equipment, while preventing a proliferation of aging, obsolete, out-of-warranty, unsupported, and incompatible systems is found in *Lifecycle Replacement and Surplus Equipment*. Responsible Unit: Department of Client Services;
- • Providing a reliable, supportable, and manageable communications infrastructure for shared use by the campus community requires a

framework built on industry standards and best practices. Provisions and guidelines governing the UNCW communications infrastructure are found in *Telecommunication Standards and Practices* and *Network Standards and Management*. Responsible Units: Department of Computing Services, Department of Telecommunications Services;

- • A Disaster Recovery Plan is mandated by law and periodically reviewed in EDP audits conducted by the North Carolina Office of the State Auditor in order to help ensure that the resources and assets of the State are handled in a responsible manner. An effective Disaster Recovery Plan fulfills some of the greatest responsibilities of the university in helping to ensure the safety of our employees and students, protection of state resources and assets, and preservation of the security and integrity of our vital functions and data. The procedures outlined in the *Campus Electronic Resources Disaster Recovery Plan* help ensure the continuation of essential functions and the ability to return to a fully operational state following a disaster. Responsible Unit: Vice Chancellor for ITSD;
- • Broad impact systems and software are complex and sophisticated software systems that support administrative functions and campus services. Such software typically addresses campus-wide data management needs at the division, school, department or other administrative unit level. The *Broad Impact Systems and Software* policy provides the guidelines necessary to assist the university community with the process of development, purchase, design, implementation, and / or support of broad impact systems and software. Responsible Units: Department of Application Services, UNCW Committee on Application Services;
- • All decentralized SPA and non-tenure track EPA staff whose primary responsibility is to support departmental computing hardware/software, computer labs, distributed servers, and program and application development have coordinating and consulting responsibilities to the appropriate Director in the Information Technology Systems Division. ITSD is charged by the Chancellor of the University with the responsibility for administering campus information technology support positions in this model in order to ensure the efficient and effective use of resources. This is a coordination mechanism and does not alter primary supervisory authority of the hiring unit, or responsibilities for supporting specialized departmental technologies. This policy is intended to ensure coordinated client support services, consistent with campus standards for information technology and the mission of the university. Procedures and provisions for the establishment, classification, hiring, and management of such positions are described in *Technology Consultants and Support Personnel: Consulting and Coordination Requirements*. Responsible Unit: ITSD and Department of Human Resources;
- • Ensuring appropriate management, security, confidentiality, and integrity of systems and information resources that support the

