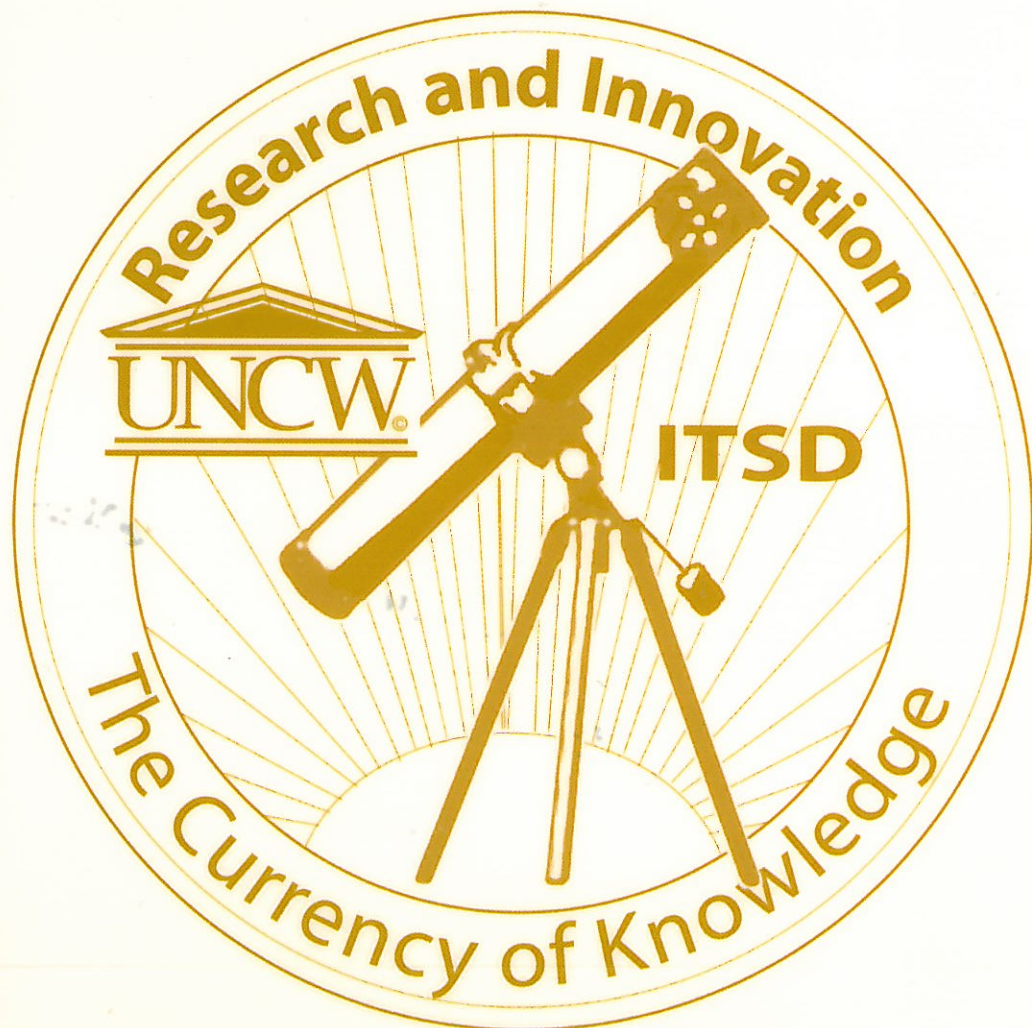


## **INFORMATION TECHNOLOGY SYSTEMS DIVISION**

*“Teaching and  
Learning  
with  
Technology,  
Today  
and  
Tomorrow”*



**Organization, Planning and  
Frameworks Guide  
2006-2007**



**Organization, Planning and Frameworks Guide 2006-2007**

Board of Governor’s Strategic Directions 2002-2007..... 3

UNCW Goals: A Strategic Plan 2004-2009..... 4 – 5

Organizing Principles of the UNCW, IT Strategic Plan..... 6

Goals of Information Technology Systems Division..... 7

ITSD Organizational Chart ..... 8

Information Technology Coordinating Council ..... 9

Committee on Information Technology Innovations ..... 10 – 11

Divisional Descriptions by Department ..... 12

Department of Application Services:

    Department Description ..... 13

    Application Services Organization Chart ..... 14

    Committee on Application Services ..... 15

    Application Services Goals ..... 16 – 26

    Application Services Responsibility Grid ..... 27 – 29

    Application Services Teaching/Learning Environment Chart..... 30

Department of AV/Media Services:

    Department Description ..... 31

    AV/Media Services Organization Chart..... 32

    Committee on AV/Media Services..... 33

    AV/Media Services Goals..... 34 – 39

    AV/Media Services Responsibility Grid ..... 40

    AV/ Media Services Teaching/Learning Environment Chart..... 41

Department of Client Services:

    Department Description ..... 42

    Client Services Organization Chart..... 43

    Committee on Baseline Standards for Computers..... 44 – 45

    Committee on Student Support and Technology..... 46 – 47

    Client Services Goals..... 48 – 62

    Client Services Responsibility Grid..... 63 – 69

    Client Services Teaching/Learning Environment Chart..... 70

Department of Computing Services:

    Department Description..... 71

    Computing Services Organization Chart..... 72

    Computing Services Goals..... 73 – 79

    Computing Services Responsibility Grid..... 80 – 84

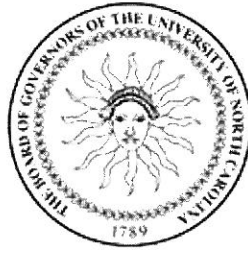
    Computing Services Teaching/Learning Environment Chart..... 85



**Organization, Planning and Frameworks Guide 2006-2007**

-cont.-

Department of Telecommunications:	
Department Description.....	86
Telecommunications Organization Chart.....	87
Telecommunications Goals.....	88 – 97
Telecommunications Responsibility Grid.....	98 – 104
Telecommunications Teaching/Learning Environment Chart.....	105
Office of Web Management:	
Department Description.....	106
Committee on Web Coordination.....	107 – 108
Office of Web Management Goals.....	109 – 116



## Board of Governor's Strategic Directions 2002-2007

**1. Access:** *Ensure affordability and access to higher education for all who qualify and embrace a vision of lifelong learning*

**2. Intellectual Capital Formation:** *Through high quality and relevant graduate, professional, and undergraduate programs, develop an educated citizenry that will enable North Carolina to flourish*

**3. K-16 Education:** *Continue to propose and support initiatives to serve the needs of the State's public schools*

**4. Creation and Transfer of Knowledge:** *Expand the frontiers of knowledge through scholarship and research and stimulate economic development in North Carolina through basic and applied research, technology transfer, and public service activities*

**5. Internationalization:** *Promote an international perspective throughout the University community to prepare citizens to become leaders in a multi-ethnic and global society*

**6. Transformation and Change:** *Use the power of information technology guided by IT strategy and more effective educational, administrative, and business practices to enable the University to respond to the competitive global environment of the 21<sup>st</sup> century*



March 2006

## **UNCW Goals: A Strategic Plan 2004-2009**

- GOAL I: Create the most powerful learning experience possible for our students.**
- Objective 1: Pursue initiatives that promote student retention and graduation, competitive with our aspirant institutions.
  - Objective 2: Improve the range and quality of student-faculty interactions.
  - Objective 3: Improve availability of space, equipment, information technology and other support services for various types of classroom experiences appropriate for each discipline.
  - Objective 4: Ensure regular review and development of curricular content, delivery and rigor to meet the undergraduate and graduate programmatic needs of the university, the region and the state.
  - Objective 5: Improve experiences for students during initial entry into campus life and at crucial junctures in their education.
  - Objective 6: Establish sound pedagogical frameworks and program specific learning outcomes.
  - Objective 7: Increase the level of support for faculty/student research and scholarly activity at the undergraduate and graduate levels.
  - Objective 8: Provide outstanding student recruitment, academic and support programs that advance the university's prestige and impact as an institution of higher education on the national stage.
- GOAL II: Recruit, retain and develop quality faculty, administration and staff in appropriate numbers.**
- Objective 1: Strive for fair and competitive salaries and improved benefits for faculty, administration and other EPA personnel
  - Objective 2: Strive for fair and competitive salaries and improved benefits for SPA staff personnel.
  - Objective 3: Invest in creative educational, research, service and administration initiatives that clearly advance one or more of the strategic goals of the university.
  - Objective 4: Encourage and support professional development and career advancement opportunities and initiatives for faculty and staff.
- GOAL III: Embrace and enhance diversity throughout the university's constituencies, culture, curriculum and outreach activities.**
- Objective 1: Build a pool of prospective students from underrepresented populations and recruit them to UNCW to develop a rich and vibrant learning environment.
  - Objective 2: Strengthen relationships with and among all current students.
  - Objective 3: Enhance diverse idea exchanges, engagement and the range of learning experiences through outreach relationships with other educational entities.
  - Objective 4: Access and utilize the intellectual, cultural and financial resources of the region through outreach relationships with minority community groups, businesses and other entities.
  - Objective 5: Recruit, develop and retain a critical mass of diverse faculty.
  - Objective 6: Recruit, develop and retain a critical mass of diverse staff and administrators.
  - Objective 7: Provide a curriculum that is educationally compelling in its use of diverse ideas, beliefs and backgrounds.

**GOAL IV: Create an educational environment that prepares our students to be global citizens.**

- Objective 1: Ensure students have access to travel, study abroad and classroom opportunities that foster their ability to participate in a global community.
- Objective 2: Foster an international friendly environment in Wilmington and the surrounding area.
- Objective 3: Provide opportunities for faculty to develop international teaching and research interests.
- Objective 4: Recruit faculty and students from areas of the world consistent with the university's programmatic priorities.

**GOAL V: Strengthen the university's regional engagement and outreach activities.**

- Objective 1: Partner with the public and private sectors to foster economic development throughout the region.
- Objective 2: Provide service to and collaborate with our P16 educational partners in public schools, community colleges and other universities.
- Objective 3: Connect theory and practice through service learning programs that enrich academic coursework and serve the region.
- Objective 4: Apply the intellectual and human capital of the university to address critical quality of life concerns in the service region.
- Objective 5: Provide campus initiated experiences that encourage participation in and access to higher education.
- Objective 6: Engage the cross section of communities that comprise our eight county service region in a life of learning for intellectual reward, personal pleasure or career opportunity through high quality continuing studies programs.
- Objective 7: Strengthen the alumni and parent programs.
- Objective 8: Enhance the university's ability to perform larger scale multidisciplinary applied research programs that focus on issues important to southeastern North Carolina.

**GOAL VI: Enhance the quality of UNCW's environment and provide a campus that is attractive, functional and, above all, safe.**

- Objective 1: Increase the sense of campus community for all members and at all levels of engagement.
- Objective 2: Provide dedicated locations to foster community.
- Objective 3: Provide comfortable, well maintained work spaces.
- Objective 4: Improve processes and procedures that ensure safety and security in all facets of campus life.
- Objective 5: Establish education and training initiatives for campus violence prevention.

**GOAL VII: Ensure adequate resources to achieve university goals by increasing public financial support and private giving.**

- Objective 1: Secure critical educational resources through more equitable funding from the state for UNCW.
- Objective 2: Achieve more efficient and effective use of existing resources through reallocation, technology, and linkages between planning and budgeting.
- Objective 3: Strengthen the annual giving program.
- Objective 4: Develop focused, aggressive planned giving and major gifts programs.
- Objective 5: Enhance foundation and corporate giving to UNCW.
- Objective 6: Establish funding sources to meet the expanding capital needs of a growing university.
- Objective 7: Increase grants, contracts and entrepreneurial activity to enhance the university's programs and projects.
- Objective 8: Meet the financial needs of students dependent on financial aid.

Approved by the University Planning and Quality Council April 5, 2004.

Endorsed by the Faculty Senate April 20, 2004.

Amended by the University Planning and Quality Council September 15, November 5, December 1, 2004, and February 23, 2005

## Organizing Principles of the UNCW, IT Strategic Plan

**Principle 1. Strategic Value of the Institutional Intranet:** *A well managed and supported institutional intranet is a necessary component of any institutional service ecology designed by a public educational institution to meet the needs and expectations of the emerging knowledge economy and its dependence on life-long learning.*

**Principle 2. The Necessity for Change Management**

*Change management is institutionalized by requiring formal processes for selecting, developing/customizing, and implementing mission-critical technology resources. These processes should include input from both the central IT organization and a representative group of stakeholders who will be using those resources and intranet applications.*

**Principle 3. Online Literacy:** *Literacy in the new medium of globally networked information and communication is a prerequisite for an informed and productive life in a democratic “learning society.”*

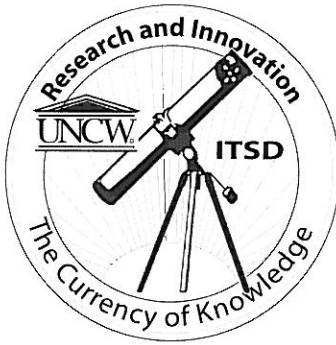
**Principle 4. Universal Access:** *All students and employees should have convenient access to personal computer, with a basic collection of productivity software, that can be connected to the institution’s network at any time and from almost any place they are working - offices, libraries, homes, residence halls, field locations, or other remote locations.*

**Principle 5. Standardization:** *An institution should contain overall IT support costs and improve the quality of its IT support services by centrally supporting selected specific configurations of computing hardware and software to be replaced/updated on a technological life-cycle basis. Indeed, the central IT support organization should assume responsibility for the institution’s IT standards and organize departmental technical leadership to assist in the development of those standards with care and concern for program needs..*

**Principle 6. Life-Cycle Funding:** *Funding for an institution’s central IT support organization should be placed on a recurring life-cycle basis to the extent possible, and should not overly rely on one-time sources or depreciation schedules not attuned to the rapid pace of technological change. Standardization will not be possible unless investments in IT are made on a rational, life-cycle basis.*

**Principle 7. The Strategic Investment Principle:** *An institution’s total IT investment should serve institutionally strategic interests while being administered with enough flexibility and participatory processes to encourage and support innovation and entrepreneurship in the departments.*

**Principle 8. Core Foundations of the Learning Community:** *Emerging technologies break down barriers between knowledge resources which have historically been siloed. In this context IT is focused on information systems with hardware and software becoming supporting strategies.*



## **Goals of the Information Technology Systems Division**

- To ensure access to the university's and the world's intellectual resources and provide the necessary academic and administrative systems to support learning.
- To provide students with the essential technology skills they need to be successful in their chosen disciplines and as they enter their professional lives.
- To create and sustain a supportive, technology-rich environment for students, faculty and staff.
- To guarantee baseline standards for desktop and laptop configurations, PC replacement, network infrastructure, classroom technologies and enterprise software.
- To ensure a quality collaborative computing environment, core computing network and modern enterprise administrative systems which evolve to address the user's applications and support needs.





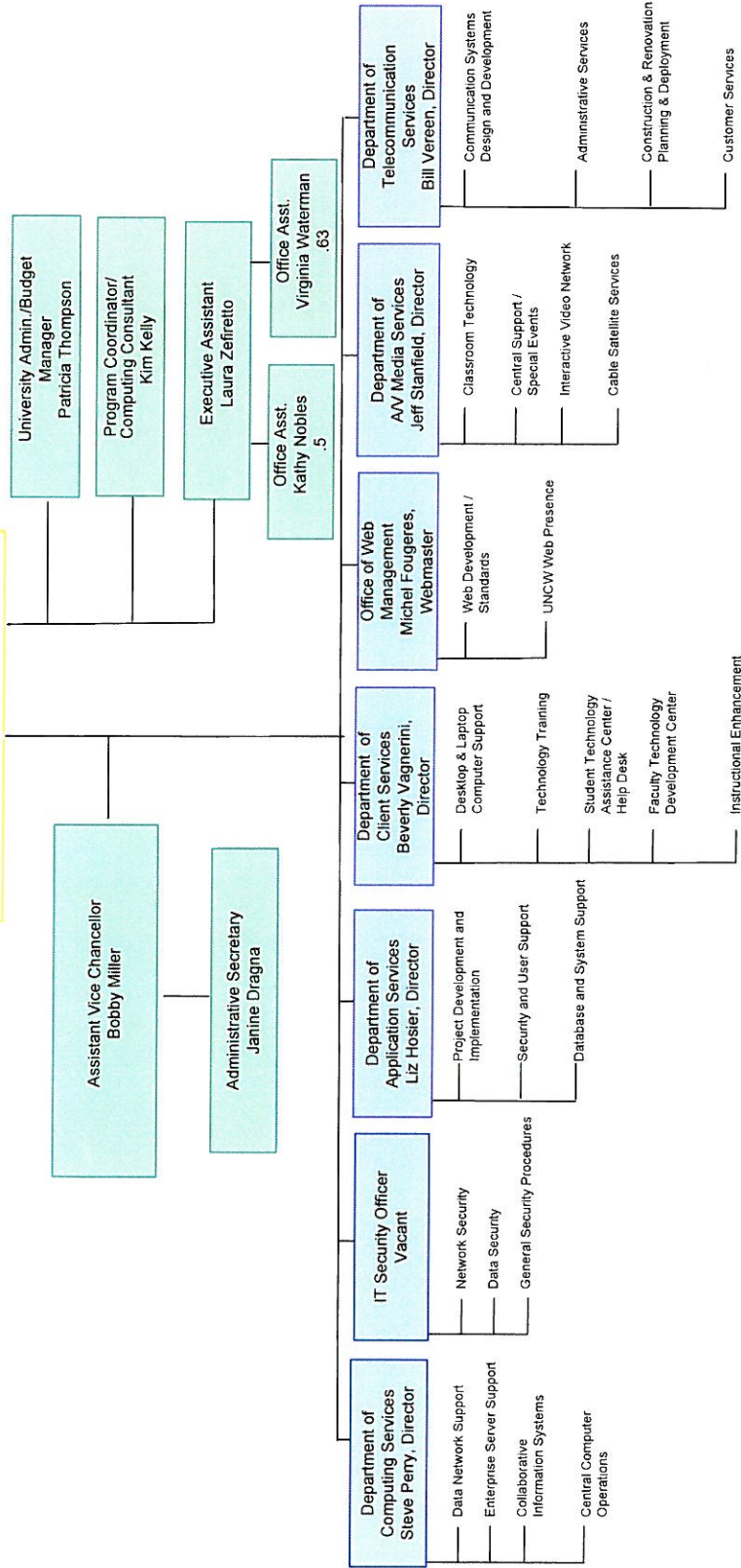
The University of North Carolina Wilmington  
Information Technology Systems Division

**VICE CHANCELLOR'S OFFICE and  
ITSD DIVISION**

**Chancellor  
Dr. Rosemary DePaolo**

**Vice Chancellor/Associate Provost  
Dr. Robert E. Tyndall**

March 2006





August 18, 2005

University of North Carolina Wilmington

**INFORMATION TECHNOLOGY SYSTEMS DIVISION**

**Information Technology Coordinating Council**

The Information Technology Coordinating Council was established to ensure the integration of planning efforts across the institution and to prevent duplication and waste of institutional resources. This council is essential to our commitment to create and sustain a coherent, strategic management plan for the IT resources of the university.

The IT Coordinating Council membership is comprised of the Chairs of the IT university-wide committees, the Faculty Senate Chair of the IT Committee, the Director of the Department of Computing Services, the SGA Vice President of Technology, the University Librarian, the Director of Institutional Research, Director of Disability Services and the Director of University Planning.

This council shall advise the Vice Chancellor for Information Technology Systems on matters related to enterprise IT planning and implementation, service integration, resource management and opportunities for efficiencies.

The council is chaired by the Vice Chancellor for Information Technology Systems or his designee

**Council Members**

<b>Committee Chairs/Position</b>	<b>Members</b>
Committee on Application Services	Dr. Doug Kline and Ms. Elizabeth Hosier
Committee on A/V Media Services	Dr. Caroline Clements and Mr. Jeff Stanfield
Committee on Baseline Standards for Computers	Dr. Gene Taglarini and Ms. Beverly Vagnerini
Committee on Information Technology Innovations	Dr. Dick Ward and Ms. Kim Kelly
Committee on Student Support and Technology	Dr. Terrence Curran and Ms. Tami Mansur
Committee on Web Coordination	Director of Marketing & Communications – TBA and Mr. Michel Fougères
Teaching and Learning with Technology Roundtable	Dr. Cecil Willis and Ms. Beverly Vagnerini
Faculty Senate Chair IT Committee	TBA
Director of Computing Services	Mr. Steve Perry
SGA Vice President of Technology	Ms. Gennifer Miller
University Librarian	Mr. Sherman Hayes
Director of Institutional Research	Ms. Lisa Castellino
Director of Disability Services	Dr. Peggy Turner
Director of University Planning	Dr. Ken Spackman

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

Dr. Rosemary DePaolo  
Chancellor, UNCW



University of North Carolina Wilmington

**INFORMATION TECHNOLOGY SYSTEMS DIVISION**

**Committee on Information Technology Innovations**

The primary objectives of the UNCW information technology innovations initiatives are to stimulate high levels of quality in teaching, enhance learning experiences and collaboration emphasizing the use of technology. To participate in the rapidly changing and highly competitive world of the “knowledge ecology” UNCW needs to create both the resources and the delivery mechanism which will allow it to capitalize on the creative talents and strategic resources of the university. The Committee on Information Technology Innovations was established to stimulate the use of technology to enhance the learning experience. The committee will assist the university in identifying projects which have a high probability of transfer to the broader learning environment and which may be candidates for other funding sources, internally or externally.

The committee will consist of fifteen (15) appointees serving a three (3) year term and up to five (5) floating seats which may be used to address technical issues arising from proposals. The committee, in consultation with the VCIT will determine the number of projects to be supported, scope of projects, and whether in-kind and/or dollars are available. Based upon funding, the VCIT in consultation with the VCAA will authorize awards and notify award recipients.

**Committee Members**

Department/Division	Members	Serving Term
<b>Co-Chairs: 2005- 2006</b>	<b>Dr. Dick Ward and Kim Kelly</b>	<b>P</b>
College of Arts and Sciences	Dr. Ned Martin	<b>3</b>
Office of the Dean, Education	Dr. Karen Wetherill	<b>3</b>
Computer Science	Dr. Ron Vetter	<b>3</b>
Academic Affairs	Ms. Pam Whitlock	<b>3</b>
Division for Public Service and Continuing Studies	Ms. Leslie Langer	<b>3</b>
School of Nursing	Dr. Doug Turner	<b>3</b>
Office of Dean, Education	Ms. Karen Shafer	<b>3</b>
ITSD – Client Services	Mr. William Wetherill	<b>2</b>
Academic Affairs	Dr. John Myers	<b>3</b>
Specialty Studies/School of Education	Dr. Sue-jen Chen	<b>3</b>
College of Arts and Sciences	Dr. Gur Adhar	<b>2</b>
ITSD - Client Services	Ms. Beverly Vagnerini	<b>3</b>
CTE Director	Dr. Caroline Clements	<b>P</b>

The recommendations of the committee shall be forwarded to the Vice Chancellor for Information Technology Systems, who shall coordinate a response or forward the recommendations to the appropriate administrators for action.



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



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*Dr. Rosemary DePaolo  
Chancellor, UNCW*

**Department of**  
**Application Services**

## **Departmental Descriptions**

**Unit Descriptions**  
**Organizational Charts**  
**Goals & Strategies for 2006-2007**  
**Responsibility Grids**  
**Teaching/Learning Environmental Charts**



University of North Carolina Wilmington  
**Information Technology Systems Division**

**ITSD,**  
**Department of**  
**Application Services**  
Serving the UNCW  
Community



### ITSD—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 as follows:

- 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 administrative 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 university enterprise 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.

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

*Dr. Rosemary DePaolo*  
Chancellor, UNCW

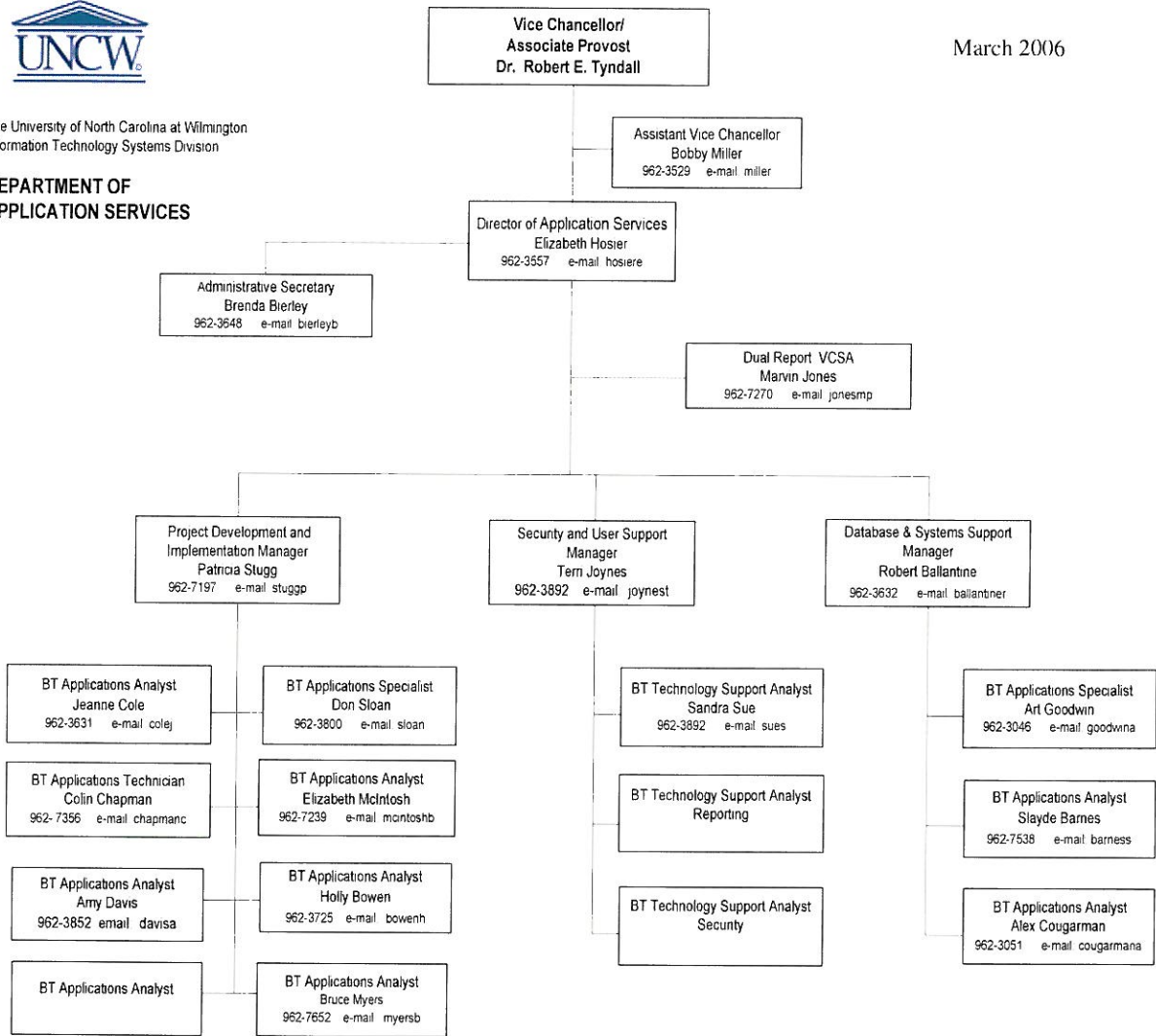
March 2006



The University of North Carolina at Wilmington  
Information Technology Systems Division

**DEPARTMENT OF  
APPLICATION SERVICES**

March 2006







August 18, 2005

University of North Carolina Wilmington  
**INFORMATION TECHNOLOGY SYSTEMS DIVISION**

**Committee on Application Services**

The Committee on Application Services was established to advise the Department of Application Services and the Information Technology Systems Division with regard to project prioritizing and management processes, the allocation of strategic computing resources devoted to software purchases and essential training needs. Committee recommendations will guide the department as it develops short-term and long-range planning goals intended to ensure an efficient and progressive applications support environment. In addition the committee will advise the department and division in the selection or development of applications, the identification of implementation strategies associated with application systems and will assist with the development of general policies needed to give clarity and coherence to the overall operations in this area. The committee will meet a minimum of four times annually and committee members shall be appointed for an initial three-year term. The committee will be co-chaired by the Director of Application Services and an appointee of the Chancellor.

**Committee Members**

Department/Division	Members	Serving Term
<b>Co-Chairs: 2005- 2006</b>	Dr. Doug Kline and Ms. Elizabeth Hosier	<b>P</b>
Institutional Research	Ms. Lisa Castellino	<b>P</b>
Academic Affairs	Ms. Gay Howe	<b>1</b>
Director of Budgets	Mr. Bob Russell	<b>1</b>
Business Affairs	Ms. Sharon Boyd	<b>P</b>
Student Affairs	Ms. Diane Sledden Reed	<b>1</b>
Watson School of Education	Dr. John Fischetti	<b>1</b>
Library	Mr. Dan Pfohl	<b>2</b>
College of Arts and Sciences	Dr. Roger Lowery	<b>2</b>
Registrar	Mr. Gil Bowen	<b>1</b>
Public Service and Continuing Studies	Ms. Donna Chi	<b>3</b>
Human Resources	Mr. William Fleming	<b>2</b>
ITSD - Applications Services	Mr. Rob Ballantine	<b>1</b>
Director – University Planning	Dr. Ken Spackman	<b>P</b>

The recommendations of the committee shall be forwarded to the Vice Chancellor for Information Technology Systems, who shall coordinate a response or forward the recommendations to the appropriate administrators for action.

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

Dr. Rosemary DePaolo  
Chancellor, UNCW

**ITSD, Department of Application Services  
Goals & Objectives January 2006 – June 2007**

March 2006

Application Services has established six goals for which projects and Objectives for the next eighteen months have been linked. The goals with their related Objectives and strategies follow.

**1. To ensure the development and implementation of enterprise-wide applications and systems required to achieve more efficient and effective use of university resources.**

<p><b>Objective 1: Migrate SCT/Plus2000 administrative systems to SunGard/Banner solutions.</b></p>	<p><i>Audience/Benefit: Provide enhanced capabilities and functionality in a fully integrated, Oracle-based, Internet-native technology offering 24x7 access to administrators, faculty, staff, students, alumni, constituents, and prospective students.</i></p>	<p><i>Alignment with UNCW Goals: Goal I: Obj 5 Goal VII: Obj 2, 3, 8</i></p>
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<b>Strategy</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
Implement Banner HR.	HR and Payroll are using Banner HR for on-line processing. All major processes have gone through one cycle.	April 2007
Develop required HR interfaces and major reports for Banner HR.	Interfaces and major reports have been developed, tested and used through three cycles.	December 2007
Implement Banner Student phase I.	Admissions, Records, Financial Aid, Orientation, and Student Accounts have completed processing for the fall term.	September 2006
Implement Banner Student phase II.	All enrollment processes have been completed for an entire academic semester.	January 2007
Upgrade to Banner 7.0.	Production Banner has been upgraded and all processing is taking place on Banner 7.0.	December 2007

<p><b>Objective 2: Continue to expand Banner Finance to 1) restore basic capabilities and functionality that were not originally available at go live and 2) take advantage of new Banner functionality.</b></p>	<p><i>Audience/Benefit: Provide Accounting and Budget Offices with base functionality required for year-end processing and State reporting; provide administrators and campus users with the ability to utilize enhanced Banner functionality in order to streamline processes.</i></p>	<p><i>Alignment with UNCW Goals: Goal VII: Obj 2, 3</i></p>
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<b>Strategy</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
Complete the conversion of Plus2000 FRS sub-processes, mandatory reports and sub-systems to Banner Finance environment.	Year-end processing has taken place; accrual process following year-end has taken place; all major processes, reports and sub-systems have been converted and are live with Banner Finance.	September 2006
Implement requisition approvals utilizing Banner self-service and email notifications	Approvals have been implemented with email-notifications. Banner Self-Service has been implemented and is used for approvals.	January 2007

**ITSD, Department of Application Services  
Goals & Objectives January 2006 – June 2007**

<p><b>Objective 3: Replace SCT Plus2000 SIS related applications with web-enabled applications that interface with Banner Student.</b></p>	<p><i>Audience/Benefit: Provide new enhanced web-enabled systems that interface with Banner Student for the Health &amp; Wellness Center, Transitions, and University College. These new applications enable said departments to effectively address student needs.</i></p>	<p><i>Alignment with UNCW Goals: Goal I: Obj 5 Goal VII: Obj 2</i></p>
<p><b>Strategy</b></p>		
<p>Rewrite the SIS Plus Immunization system.</p>	<p><b>Evidence of Completion</b> System has been developed, tested and is live in production.</p>	<p><b>Due Date/Status</b> April 2006</p>
<p>Rewrite the Orientation system to interface with Banner Student.</p>	<p>System has been developed, tested and is live in production.</p>	<p>April 2006</p>
<p>Develop new advisement application for University College to replace the Plus application.</p>	<p>Application has been designed, developed, tested and is live in for UC to use for Fall Orientation processing.</p>	<p>June 2007</p>
<p><b>Objective 4: Replace HR-Online with a web-enabled application that interfaces with Banner HR.</b></p>		
<p><i>Audience/Benefit: Continue to provide electronic forms for processing employee employment forms for administrative offices and academic departments.</i></p>	<p><i>Audience/Benefit: Continue to provide electronic forms for processing employee employment forms for administrative offices and academic departments.</i></p>	<p><i>Alignment with UNCW Goals: Goal II Goal VII: Obj 2</i></p>
<p><b>Strategy</b></p>		
<p>Develop HR-Online for HR Banner environment.</p>	<p><b>Evidence of Completion</b> HR-Online has been redesigned, developed, tested and is in use with Banner HR.</p>	<p><b>Due Date/Status</b> July 2006</p>
<p><b>Objective 5: Upgrade Touchnet Payment Gateway to integrate with SunCard Banner and are PCI compliant.</b></p>		
<p><i>Audience/Benefit: Students are able to utilize credit card payment capabilities with SunCard Banner.</i></p>	<p><i>Audience/Benefit: Students are able to utilize credit card payment capabilities with SunCard Banner.</i></p>	<p><i>Alignment with UNCW Goals: Goal I: Obj 1, 5 Goal VII: Obj 2</i></p>
<p><b>Strategy</b></p>		
<p>Upgrade PG applications to be PCI compliant.</p>	<p><b>Evidence of Completion</b> All applications that use PG are behind appropriate firewalls to be PCI compliant.</p>	<p><b>Due Date/Status</b> May 2006</p>
<p>Reinstall Payment Gateway (PG) to interface with Banner.</p>	<p>New PG release has been installed and tested with Banner. Students are able to make credit card payments through Banner.</p>	<p>August 2006</p>
<p>Integrate all credit card applications with new implementation of PG.</p>	<p>Aceweb's has been redirected to new PG server and is in production. Other Application Services' applications using PG have been redirected to new server and are in production.</p>	<p>August 2006</p>

ITSD, Department of Application Services  
Goals & Objectives January 2006 – June 2007

<p><b>Objective 6: Provide a web-based residence management system that integrates with SunGuard Banner Student to support Housing and Residence Life's (H&amp;RL) expanding needs.</b></p>	<p><i>Audience/Benefit: Enable H&amp;RL to better support the growing needs of residence students in a timely manner. Students are able to take care of their housing needs via the web interface.</i></p>	<p><i>Alignment with UNCW Goals:</i> Goal I: Obj 1, 5 Goal VII: Obj 2</p>
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<b>Evidence of Completion</b>		<b>Due Date/Status</b>
<p><b>Strategy</b> Implement RMS for H&amp;RL.</p> <p>RMS is installed and being used for back office processing. Students are able to process their housing requests and deposits via the web.</p>		<p>August 2006</p>

<p><b>Objective 7: Provide a web-based degree audit system that integrates with SunGuard Banner Student to support faculty and student needs for degree auditing and transfer articulation.</b></p>	<p><i>Audience/Benefit: Provide faculty and staff with a degree audit and transfer articulation system that supports advisement, degree auditing and transfer credit requirements.</i></p>	<p><i>Alignment with UNCW Goals:</i> Goal I: Obj 1,5 Goal VII: Obj 2</p>
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<b>Evidence of Completion</b>		<b>Due Date/Status</b>
<p><b>Strategy</b> Implement DARS degree audit and transfer articulation components for faculty and support staff.  Implement DARS self-service for students.  Upgrade DARS to next release to interface with Banner 7.0.</p> <p>Components are in production and integrates with Banner Student.  Self-service is available for students to access their degree audits.  DARS upgrade is in production.</p>		<p>February 2006  August 2006  December 2006</p>

<p><b>Objective 8: Continue to build upon Banner Student and its environment to 1) bring the functionality available to student processing back to the level available with Plus SIS and 2) take advantage of additional functionality within Banner Student.</b></p>	<p><i>Audience/Benefit: Provide expanded services to students in a more timely and convenient manner. Enable offices that service students to process related activities more effectively and efficiently.</i></p>	<p><i>Alignment with UNCW Goals:</i> Goal VII: Obj 2</p>
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<b>Evidence of Completion</b>		<b>Due Date/Status</b>
<p><b>Strategy</b> Evaluate Banner Student implementation to identify major gaps in and enhancements to functionality that is needed through 2007. Develop a strategy for addressing gaps and new functionality.</p> <p>A project plan has been developed to address gaps and new functionality over the next year. Projects have been submitted for individual enhancements and Banner modifications.</p>		<p>December 2006</p>

<p>Address the gaps and new functionality requirements for 2007.</p>	<p>Projects identify in the project plan for 2007 have been developed, tested and implemented.</p>	<p>December 2007</p>
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ITSD, Department of Application Services  
Goals & Objectives January 2006 – June 2007

<p><b>Objective 9: Continue to build upon Banner HR to 1) address gaps in process and reporting that were available in Plus HRS and not originally available with HR and 2) take advantage of additional functionality within Banner HR.</b></p>	<p><b>Audience/Benefit:</b> <i>The development of additional functionality to meet the needs for position tracking and reporting within the Budget Office will improve efficiencies in the individual office as well as enabling departments and divisions to better manage their resources and positions.</i></p>	<p><b>Alignment with UNCW Goals:</b> Goal VII: Obj 2</p>
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Strategy	Evidence of Completion	Due Date/Status
<p>Evaluate Banner HR implementation to identify major gaps in and enhancements to functionality that is needed through 2007. Develop a strategy for addressing gaps and new functionality.</p>	<p>A project plan has been developed to address gaps and new functionality over the next year. Projects have been submitted for individual enhancements and Banner modifications.</p>	<p>December 2006</p>
<p>Address the gaps and new functionality requirements for 2007.</p>	<p>Projects identify in the project plan for 2007 have been developed, tested and implemented.</p>	<p>December 2007</p>

**2. To create and support applications and services which enhance the quality of the UNCW academic environment.**

<p><b>Objective 1: Enhance the capabilities for managing grants and contracts.</b></p>	<p><b>Audience/Benefit:</b> <i>Provide the Office of Sponsored Programs and associated PIs with enhanced grants tracking and administrative processing.</i></p>	<p><b>Alignment with UNCW Goals:</b> Goal II: Obj 3 Goal VII: Obj 2, 7</p>
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Strategy	Evidence of Completion	Due Date/Status
<p>Assist OSP in the selection of and planning for a grants management system.</p>	<p>The bid process is complete and a software package has been purchased. Plans are underway for the implementation.</p>	<p>August 2006</p>
<p>Develop a strategy for the grants management software implementation and training.</p>	<p>An implementation project timeline has been developed and approved. Hardware has been identified and funds are available to purchase it. Training has been identified and scheduled.</p>	<p>October 2006</p>

ITSD, Department of Application Services  
Goals & Objectives January 2006 – June 2007

<p><b>Objective 2: Provide a state-of-the-art e-learning suite for the campus online course development and delivery.</b></p>	<p><i>Audience/Benefit: Provide faculty and students will a state of the arts e-learning suite to enhance the overall quality of on-line learning.</i></p>	<p><i>Alignment with UNCW Goals: Goal I: Obj 2, 3</i></p>
<p><b>Strategy</b></p>		
<p>Integrate WebCT courses with Banner.</p>	<p>WebCT courses are populated and updated through registrations within Banner Student instead of Plus2000 SIS.</p>	<p><b>Due Date/Status</b> August 2006</p>
<p>Develop a project plan for converting all on-line courses from WebCT to Vista by Fall 2007.</p>	<p>A project plan is in place identifying milestones in the migration. The plan includes production and test hardware costs and hosting requirements.</p>	<p>August 2006</p>
<p>Test the integration between Vista, Banner and Luminis in test instances of each.</p>	<p>Test Vista has been integrated with Test Banner and Luminis. Events have been verified and new processes developed for production.</p>	<p>December 2006</p>
<p>Migrate from WebCT/Banner/Luminis to Vista/Banner/Luminis for production on-line courses with remaining WebCT courses handled manually.</p>	<p>Vista courses are integrated with Banner and Luminis. Remaining WebCT courses are handled manually.</p>	<p>January 2006</p>
<p>Use Vista for all e-learning courses.</p>	<p>WebCT is no longer used as an e-learning tool. Vista is used by faculty for on-line courses development and delivery.</p>	<p>August 2007</p>
<p><b>Objective 3: Enhance communications between academic advisors and students.</b></p>		
<p><i>Audience/Benefit: Provide academic advisors with a web-based tool for viewing advisee photographs thus providing an opportunity for improved communications to promote better advisement and to improve the overall education experience for the students.</i></p>	<p><i>Audience/Benefit: Provide academic advisors with a web-based tool for viewing advisee photographs thus providing an opportunity for improved communications to promote better advisement and to improve the overall education experience for the students.</i></p>	<p><i>Alignment with UNCW Goals: Goal I: Obj 1, 2, 5</i></p>
<p><b>Strategy</b></p>		
<p>Develop a web application via SeaPort with functionality for advisors to access their advisees' photos.</p>	<p>The web application has been developed, tested and is available for advisors to use via SeaPort.</p>	<p><b>Due Date/Status</b> October 2006</p>

ITSD, Department of Application Services  
Goals & Objectives January 2006 – June 2007

3. To create and support applications and services which enhance the quality of on-line services and information for students, faculty and staff.

<p><b>Objective 1: Expand the use of portal functionality.</b></p>	<p><i>Audience/Benefit: Provide expanded services and informational tabs/roles for students, faculty and staff.</i></p>	<p><i>Alignment with UNCW Goals:</i> Goal I: Obj 1, 3, 5 Goal VI: Obj 1</p>
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<p><b>Strategy</b></p>	<p><b>Evidence of Completion</b></p>	<p><b>Due Date/Status</b></p>
<p>Develop an automated web process to enable selected users in each division to utilize SeaPort targeted announcements more effectively.</p>	<p>A web process has been developed and implemented which simplifies the process for uploading selected audiences and the associated message to SeaPort for targeted announcements. Targeted announcements are being utilized by designated departments to communication with target groups.</p>	<p>December 2006</p>
<p>Enhance the Student services available through SeaPort.</p>	<p>Student Affairs have identified links and services for channels within SeaPort. The majority of these channels are available.</p>	<p>September 2006</p>
<p>Integrate Business Affairs services with SeaPort.</p>	<p>Primary Business Affairs links and services have been integrated into Lumimis and are in production.</p>	<p>December 2006</p>
<p>Interface Library resources with SeaPort.</p>	<p>A library tab has been created within SeaPort and library resources linked to the tab.</p>	<p>December 2006</p>
<p><b>Objective 2: Integrate Banner HR and Finance self-service with SeaPort.</b></p>	<p><i>Audience/Benefit: SeaPort provides single sign-on into HR and Finance self-service for staff and finance users. This integration opens up SeaPort for further expansion of roles to support information and services targeted at staff and administrators.</i></p>	<p><i>Alignment with UNCW Goals:</i> Goal VI: Obj 1 Goal VII: Obj 2</p>

<p><b>Strategy</b></p>	<p><b>Evidence of Completion</b></p>	<p><b>Due Date/Status</b></p>
<p>Implement Banner Finance and HR Self Service through SeaPort.</p>	<p>Faculty and staff access Banner HR and Finance Self Service primarily through SeaPort.</p>	<p>December 2006</p>

ITSD, Department of Application Services  
Goals & Objectives January 2006 – June 2007

<p><b>Objective 3: Upgrade disk storage on SeaPort.</b></p>	<p><i>Audience/Benefit: Expanded disk storage on SeaPort supports faculty, staff and student needs for additional disk space for file sharing.</i></p>	<p><i>Alignment with UNCW Goals:</i> Goal I: Obj 1, 3, 5 Goal VI: Obj 1 Goal VII: Obj 2</p>
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Strategy	Evidence of Completion	Due Date/Status
<p>Upgrade SeaPort's disk storage to support file sharing and other processing requirements as necessary.</p>	<p>Equipment has been identified; funding has been allocated; equipment has been purchased and implemented.</p>	<p>August 2006</p>

4. To provide a state-of-the-art business intelligence environment to support university decision making, planning and core administrative processing and operations.

<p><b>Objective 1: Provide a stable reporting environment to support Banner reporting needs and ODS.</b></p>	<p><i>Audience/Benefit: Banner report developers and users are able to develop and run reports in a stable environment. Required reports are available in a timely manner</i></p>	<p><i>Alignment with UNCW Goals:</i> Goal I: Obj 1, 2, 3, 5, 8 Goal V: Obj 7 Goal VII: Obj 2, 3, 7</p>
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Strategy	Evidence of Completion	Due Date/Status
<p>Upgrade Cognos server to Windows 2003 and resolve registry problem.</p>	<p>Cognos server has been rebuilt and upgraded to Windows 2003.</p>	<p>June 2006</p>
<p>Develop Cognos server expertise required to fully support UNCW's environment.</p>	<p>Cognos analyst has attended training identified as necessary to support server. A test system for Cognos has been created by the Cognos analyst.</p>	<p>November 2006</p>
<p>Develop utilities to support scheduling and logging requirements.</p>	<p>Scheduling and logging scripts have been developed, tested, and are in use by all major Banner systems.</p>	<p>December 2006</p>



**ITSD, Department of Application Services  
Goals & Objectives January 2006 – June 2007**

March 2006

<p><b>Objective 2: Expand the use of Cognos tools to address campus needs.</b></p>	<p><i>Audience/Benefit: Cognos advanced tools provide administration with a wider range of reporting, data extraction and presentation capabilities to support business intelligence requirements.</i></p>	<p><i>Alignment with UNCW Goals:</i>  <b>Goal I: Obj 1, 2, 3, 5, 8</b>  <b>Goal V: Obj 7</b>  <b>Goal VII: Obj 2, 3, 7</b></p>
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<b>Strategy</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
<p>Develop a 2 year strategy to further deployment and support for advanced Cognos tools.</p> <p>Develop expertise in OLAP cubes.</p>	<p>A 2 year plan has been developed and presented to the Committee for Application Services for their recommendations and review. Support roles have been reallocated for efficiencies. Training has been identified and budgeted for in 2006-07.</p> <p>A minimum of one developer has developed skills in the creation of OLAP cubes. A pilot project demonstrating the use of cubes has been created and successfully executed.</p>	<p>September 2006</p> <p>October 2006</p>

<p><b>Objective 3: Enhance reporting capabilities with Banner through the implementation and deployment of SunGard ODS.</b></p>	<p><i>Audience/Benefit: Primary reporting offices will be able to more effectively and efficiently provide reports and extracts to administrators and the campus community in order to meet increased reporting requirements both internal and external to the campus.</i></p>	<p><i>Alignment with UNCW Goals:</i>  <b>Goal I: Obj 1, 2, 3, 5, 8</b>  <b>Goal V: Obj 7</b>  <b>Goal VII: Obj 2, 3, 7</b></p>
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<b>Strategy</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
<p>Prepare for the installation of SunGard ODS.</p>	<p>The hardware has been identified, purchased, implemented and readied for installation. A project plan is in place for the implementation and deployment of ODS across the Banner systems.</p>	<p>July 2006</p>
<p>Install SunGard ODS in test environment.</p>	<p>SunGard consultants have install ODS in a test environment.</p>	<p>September 2006</p>
<p>Train technical and Advancement functional staff with ODS responsibilities.</p>	<p>Technical, Advancement training is complete.</p>	<p>November 2006</p>
<p>Deploy SunGard ODS into production for Advancement.</p>	<p>Banner Advancement is ready to deploy ODS. Advancement has designed pilot reports and has them in production.</p>	<p>December 2006</p>
<p>Deploy SunGard ODS into production for identified Banner solutions.</p>	<p>Specific Banner solutions have been identified as ready to deploy ODS. Said systems have designed pilot reports and have them in production.</p>	<p>December 2007</p>

ITSD, Department of Application Services  
Goals & Objectives January 2006 – June 2007

March 2006

5. To create and support applications and services which support annual giving and University Advancement fund raising.

<p><b>Objective 1: Implement and support the PIN application.</b></p>	<p><i>Audience/Benefit: Information received from PIN database searches will assist University Advancement in targeting potential donors, resulting in increased giving.</i></p>	<p><i>Alignment with UNCW Goals: Goal VII: Obj 2, 3, 4, 5</i></p>
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<p><b>Strategy</b></p>	<p><b>Evidence of Completion</b></p>	<p><b>Due Date/Status</b></p>
<p>Create feeds which upload Banner Advancement information to P'IN and P'IN information to Banner.</p>	<p>Feeds have been created, tested and are in production to upload data into both databases.</p>	<p>September 2006</p>

<p><b>Objective 2: Provide technical support for the integration of Harris online Alumni community with Banner Advancement.</b></p>	<p><i>Audience/Benefit: The Harris Alumni site provides an Alumni centric website that fosters community and communication among Alumni, encourages participation in activities and events, and promotes giving.</i></p>	<p><i>Alignment with UNCW Goals: Goal V: Obj 7 Goal VII: Obj 2, 3, 4, 5</i></p>
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<p><b>Strategy</b></p>	<p><b>Evidence of Completion</b></p>	<p><b>Due Date/Status</b></p>
<p>Provide support in developing interfaces between Harris and Banner.</p>	<p>Interfaces are developed, tested and are in production.</p>	<p>July 2006</p>

<p><b>Objective 3: Provide technical and analytical support for reporting and business intelligence needs for the university's major fund raising campaign.</b></p>	<p><i>Audience/Benefit: Improved reporting will ensure that the necessary information is available to the necessary administrators and support staff in a timely manner to support fund raising efforts.</i></p>	<p><i>Alignment with UNCW Goals: Goal VII: Obj 2, 3, 4, 5</i></p>
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<p><b>Strategy</b></p>	<p><b>Evidence of Completion</b></p>	<p><b>Due Date/Status</b></p>
<p>Develop a reporting and business intelligence strategy for UA to support the fund raising campaign.</p>	<p>A strategy and associated timeline has been developed. Specific actions to be taken in 2007 have been identified; resources and associated funding have been identified as needed and a plan is in place to address them.</p>	<p>December 2006</p>
<p>Deploy SunGard ODS for Advancement Services.</p>	<p>A plan has been developed for the initial rollout of ODS; pilot reports have been identified and developed using ODS; additional reports are under construction.</p>	<p>October 2007</p>

**ITSD, Department of Application Services  
Goals & Objectives January 2006 – June 2007**

March 2006

**6. To implement and support systems, applications and services which support improved efficiencies in processing.**

<p><b>Objective 1: Implement a management system to support telecommunications requirements.</b></p>	<p><i>Audience/Benefit: Telecommunication processing will be streamlined providing process improvements within the department as well as providing more timely and accurate billing information for the campus community. Overall efficiencies will be felt across all departments.</i></p>	<p><i>Alignment with UNCW Goals: Goal VII: Obj 2</i></p>
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<b>Strategy</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
<p>Complete testing and training for Pinnacle. Go-live with Pinnacle.</p> <p>Implement additional Pinnacle functionality for inventory, E911 integration and the web interface.</p>	<p>Process testing is complete and the staff has been trained. Pinnacle is live with the base system and for billing.</p> <p>Inventory has been added to Pinnacle; the web interface is live; and E911 integration is implemented.</p>	<p>March 2006 June 2006  July 2007</p>

<p><b>Objective 2: Provide a stable helpdesk system environment to support ITSD helpdesk tracking needs.</b></p>	<p><i>Audience/Benefit: Campus community will benefit from the assurance that the Remedy environment is stable and ITSD can continue to rely on the system to track the timely resolution of help-desk issues.</i></p>	<p><i>Alignment with UNCW Goals: Goal VII: Obj 2</i></p>
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<b>Strategy</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
<p>Upgrade Remedy hardware, ARS, and Help Desk software.</p>	<p>Remedy is running on Windows 2003 server. The ARS and HelpDesk software has been upgraded.</p>	<p>December 2006</p>

<p><b>Objective 3: Implement SunGard Workflow.</b></p>	<p><i>Audience/Benefit: SunGard Workflow will streamline processes through electronic routing and process tracking to benefit the back office processors through timesaving efficiencies as well as students, faculty and staff who will benefit from more timely and accurate services.</i></p>	<p><i>Alignment with UNCW Goals: Goal VII: Obj 2</i></p>
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<b>Strategy</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
<p>Develop SunGard Workflow project plan.</p> <p>Purchase and install hardware; ready hardware for implementation of SunGard Workflow software. Install Workflow software.</p> <p>Identify pilot workflows for each Banner system.</p>	<p>Project plan is in place.</p> <p>Hardware has been purchased, installed and system is ready for installation.</p> <p>Workflow has been installed in a test environment and ready for testing and training.</p> <p>Workflows are identified and BPAs are in place for developing the pilot.</p>	<p>July 2006  December 2006  February 2007  March 2007</p>

**ITSD, Department of Application Services  
Goals & Objectives January 2006 – June 2007**

<b>Strategy</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
<p>Train technical and functional staff with responsibility for supporting Workflow.</p>	<p>Server administration and technical training has taken place for technical staff. WF tools training has taken place for functional users.</p>	<p>April 2007</p>
<p>Deploy SunGard Workflow in a production environment.</p>	<p>Workflow pilots are in production and other workflows are under development in Student, Financial Aid, Advancement, Finance and HR.</p>	<p>August 2007</p>
<p><b>Objective 4: Support a single event/calendaring system for the entire campus.</b></p>	<p><b>Audience/Benefit: Campus events scheduled, managed and tracked through a single event/calendaring system would reduce duplicity of processing and simplify both internal and external access to campus event information.</b></p>	<p><b>Alignment with UNCW Goals:</b> Goal V Goal VII: Obj 2</p>
<p><b>Strategy</b></p>	<p><b>Evidence of Completion</b></p>	<p><b>Due Date/Status</b></p>
<p>Support efforts by Student Affairs to move to a single event/calendaring system.</p>	<p>The campus, in most situations, is relying upon a single event/calendaring system.</p>	<p>December 2007</p>
<p><b>Objective 5: Assist Academic Affairs in the selection, planning and implementation of an imaging system to support Admissions and other AA administrative needs.</b></p>	<p><b>Audience/Benefit: The implementation of imaging in the administrative office of Academic Affairs would streamline processing, reduce storage requirement for documents, and improve services for prospective and current students.</b></p>	<p><b>Alignment with UNCW Goals:</b> Goal V Goal VII: Obj 2</p>
<p><b>Strategy</b></p>	<p><b>Evidence of Completion</b></p>	<p><b>Due Date/Status</b></p>
<p>Support efforts by Academic Affairs to select and implement an imaging system for Registrar's office and Admissions.</p>	<p>A consultant has made recommendations to Academic Affairs on a direction to take with document imaging. An action plan is in place for the purchase and implementation.</p>	<p>August 2007</p>

**ITSD, Department of Application Services: Responsibility Grid**  
**P = Primary, S = Secondary, B = Backup**

March 2006

Responsibility	Rob Ballantine	Slayde Barnes	Holly Bowen	Rept Liaison	Jeanne Cole	Alex Cougarman	Amy Davis	Colin Chapman	Art Goodwin	Brenda Bierley	Terry Joynes	Betsy McIntosh	Bruce Myers	Don Sloan	Patty Stugg	Sandie Sue	Adv analyst	Security Liaison
<b>Banner Solutions</b>																		
Advancement																		
Finance																		
HR					P													
Workflow									P									
ODS									P									
ODS for Advancement									P									
Student/FA							S	P										
Technical	P				P			P						P				
Self serve Technical						P									S			
DBA	P	S																
Banner Security	S	S														P		S
Nautilus site						P												
Oracle Security	P	S																
Training facility coordinator										P								
<b>SCT Plus2000</b>																		
Financial Records System					S									P				
Human Resource System					P				S									
SCT Security PLUS2000																		
SIS Screen and DBD Maintenance																		
Student Information System Support								S							P			
Student Information System TOS's		S						P										
Web for Student/Faculty																		
ZSS TOSs																		
<b>SeaPort</b>																		
SeaPort Technical Support																		
SeaPort User Support	S	P																
<b>Reporting</b>																		
Cognos Administration																		
Cognos Reporting																		
Cognos Security																		
General Reporting (FOCUS/Crystal)																		

**ITSD, Department of Application Services: Responsibility Grid**  
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March 2006

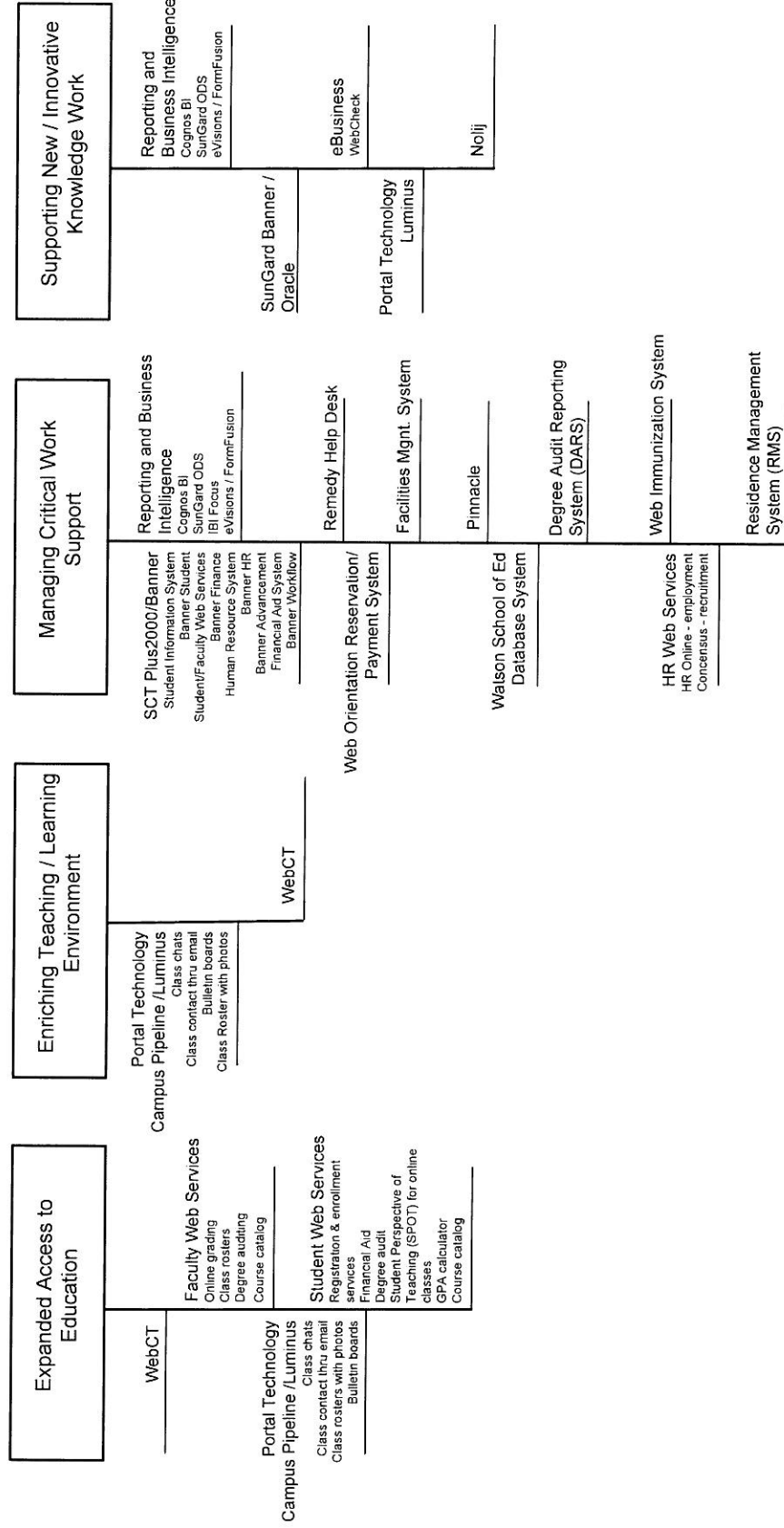
Responsibility	Rob Ballantine	Slayde Barnes	Holly Bowen	Rept Liaison	Jeanne Cole	Alex Cougarman	Amy Davis	Colin Chapman	Art Goodwin	Brenda Bierley	Terry Joynes	Betsy McIntosh	Bruce Myers	Don Sloan	Patty Stugg	Sandie Sue	Adv analyst	Security Liaison
Cognos training - Impromptu				S							P							
Cognos training - UpFront				P							S					S		
<b>Server maintenance and support</b>																		
Cold Fusion Systems Admin.					P													
Commx		S												P				
Server Administration - Appser01/02/ITEST					S	P												
<b>Telecommunication support</b>																		
Pinnacle																		
DAIN									S					P				
Telemac																		
<b>Miscellaneous Application Support</b>																		
Aceware/Aceweb						P												
Athletics - ProVenue													P		S			
AV-Media calendar									P						P			
ClassApps							S											
Consensus	P																	
DARS												P			S			
Digital Imaging Database																		
Departmental Wcb site	S					P												
Education Database						S				P								
eVisions - Technical						S									P			
Foreign Language Placement	P	S														P		
Harris Alumni Community													P					
Higher One								P										P
High School Labels					P									S				
HR Online									P									
Immunization							P											
Inquisite					P													
Intramurals									P									

**ITSD, Department of Application Services: Responsibility Grid**  
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March 2006

Responsibility	Rob Ballantine	Slayde Barnes	Holly Bowen	Rept Liaison	Jeanne Cole	Alex Cougarman	Amy Davis	Colin Chapman	Art Goodwin	Brenda Bierley	Terry Joynes	Betsy McIntosh	Bruce Myers	Don Sloan	Patty Stugg	Sandie Sue	Adv analyst	Security Liaison
Judicial Action						P		S						P				
NCAS									S									
Nolij								P							S			
On-line Housing Maintenance Request		P																
On-line Off-campus Housing						P												
On-line Ride Board Posting						S	P								S			
Orientation															P			
Payment Gateway	S	P																
P/N															S			
Pinnacle			P												S		P	
Pinnacle security															S			
Postal Services		P													P			
Quizmaker					S	P												
Remedy								P										
Resource 25					P									S				
RMS																		
RMS Security										P					S			
Scan tools								S							P			
Staff elections	P																	
SGA elections						P												
Sponsored Programs - Grants mgnt system (future)							P											
Sponsored Programs database							S							P				
SLIM														P				
Surveys					P	S												
SPOTS - technical							P	S										
SPOTS - functional							P								P			
Titanium						P	S							P				
TutorTrac						P	S											
WebCheck		P																

## Department of Application Services Information Technology in the Teaching & Learning Environment





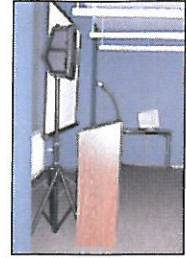
**Department of**  
**A/V Media Services**



University of North Carolina Wilmington  
Information Technology Systems Division

**ITSD,  
Department of  
Audiovisual/Media  
Services**

Serving the UNCW  
Community



**ITSD—Department of A/V Media Services**

The Department of Audiovisual/Media Services was established to provide audiovisual services and program support for video-conferencing, satellite and cable systems, select university events and the Classroom Technology Assistance Plan. Specifically, the primary functions performed by 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 multimedia enhanced 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 interactive video communication facilities including production equipment, material purchasing, equipment and furniture integration, technical staffing, and orienting users about presentation requirements appropriate for an interactive 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 systems.

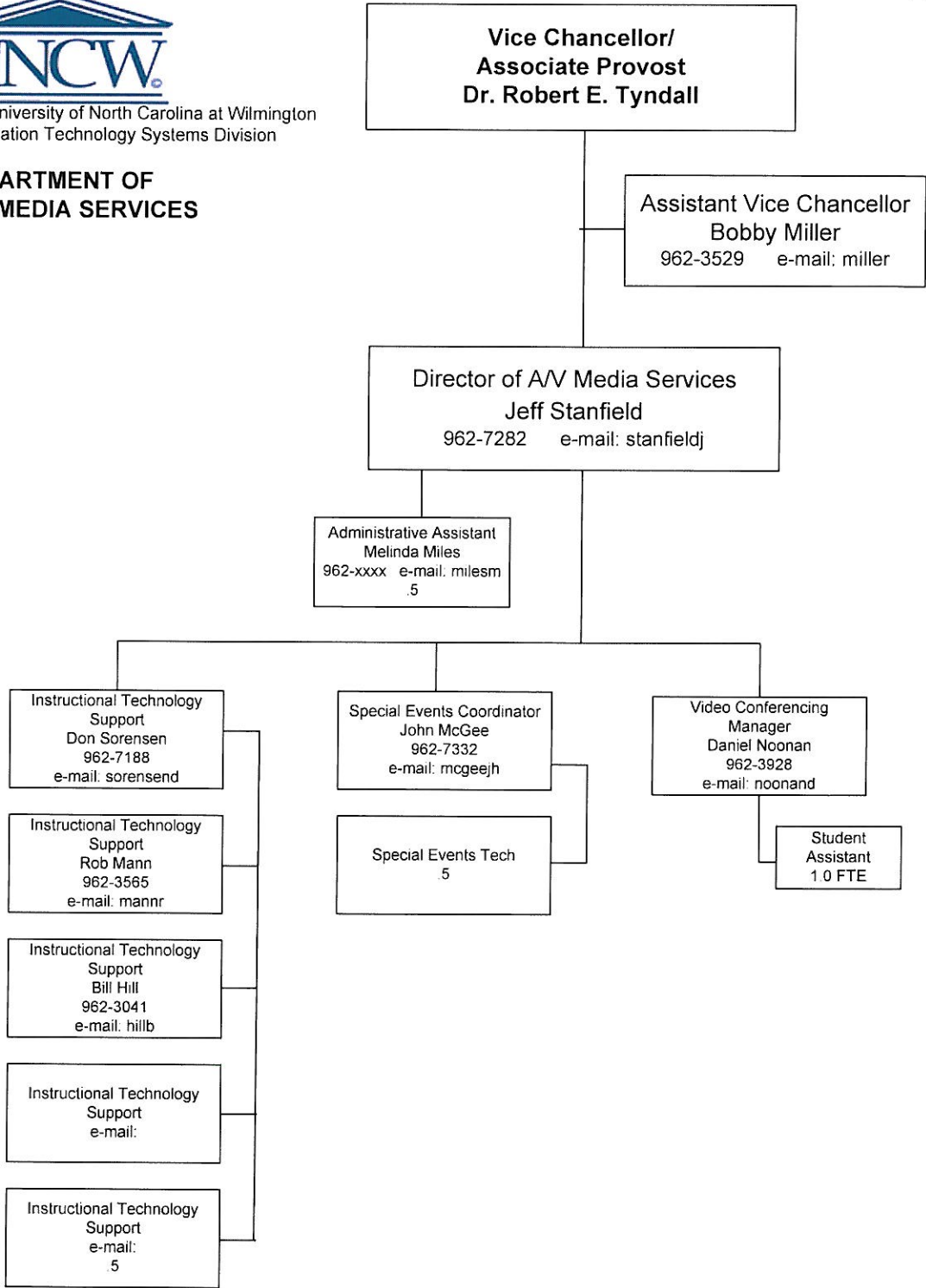
*Dr. Robert E. Tyndall  
Vice Chancellor for Information Technology Systems*

*Dr. Rosemary DePaolo  
Chancellor, UNCW*



The University of North Carolina at Wilmington  
Information Technology Systems Division

**DEPARTMENT OF  
A/V MEDIA SERVICES**





University of North Carolina Wilmington

**INFORMATION TECHNOLOGY SYSTEMS DIVISION**

**Committee on A/V Media Services**

The demand for access to high-end audiovisual equipment, media production support and specialized technical assistance has escalated at UNCW consistent with national trends on higher education campuses. By 1998, requests for such services at UNCW had increased by seven hundred percent above 1990 levels. As faculty attempted to integrate hypermedia presentations into their classroom instruction and were increasingly invited to make presentations to external audiences at the regional, state and national levels, the need for an organized response to such opportunities became increasingly apparent. The Office of A/V Media Services has been established to provide a coordinated set of services to address some of these needs. In cooperation with the Center for Teaching Excellence, the Student Affairs Division and the Division of Public Services and Extended Education, this office will develop, deliver and evaluate a wide range of service delivery options. The Committee on A/V Media Services is charged with advising and guiding the efforts of this new office to ensure that the type, quality and scope of such services meet the needs of users within allocated resources or through requests for additional support. Issues related to equipment for special functions and presentations, hypermedia baseline configurations for classrooms, distance education classroom arrangements and user support and limited production support are within the scope of the committee. Initial appointments to the committee shall be for three years.

Committee recommendations shall be forwarded to the Vice Chancellor for Information Technology Systems who shall take implementation action, establish a study group or refer the recommendation to the appropriate vice chancellor(s) in the appropriate area(s) for a response.

**Committee Members**

Department/Division	Members	Serving Term
<b>Co-Chairs: 2005- 2006</b>	Dr. Caroline Clements and Mr. Jeff Stanfield	<b>P</b>
Center for Marine Science	Mr. Randy Turner	<b>2</b>
School of Nursing	Ms. Sherry Hughes	<b>1</b>
Foreign Language	Ms. Melinda Johansson	<b>2</b>
Foreign Language	Ms. Yako Kano	<b>1</b>
Film Studies	Mr. Dave Monahan	<b>2</b>
School of Business	Dr. George Schell	<b>1</b>
Public Service and Continuing Studies	Mr. Dustin Miller	<b>3</b>
Specialty Studies	Dr. Jeremy Dickerson	<b>3</b>
College of Arts and Sciences	TBA	<b>1</b>
Mathematics and Statistics	Dr. Gabriel Lugo	<b>3</b>
Communication Studies	Ms. Tammy Bulger	<b>1</b>
Academic Affairs	Dr. Joe Hickman	<b>2</b>
Philosophy and Religion	Dr. Theodore Burgh	<b>1</b>
University Union (Student Affairs)	Mr. Jeff Lesley	<b>3</b>
Student Representative	Mr. Landis Bullock	<b>2</b>

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

Dr. Rosemary DePaolo  
Chancellor, UNCW

**ITSD, Department of A/V Media Services  
Goals & Objectives January 2006 – June 2007**

March 2006

1. Ensure that all students, faculty, and university staff members have access to media integrated technology resources for unique work, educational and research activities.

<b>Objective 1: To provide audiovisual equipment and support services, which are too expensive or technical for individual departments.</b>	<b>Audience Benefit: Such services are intended to support special or unique events such as national speakers, conferences, programs and institutes.</b>	<b>Alignment with UNCW Goals;</b> <b>Goal I: Objective 2</b> <b>Goal III: Objective 5</b> <b>Goal VII: Objective 2</b>
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<b>Strategy</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
Maintain a centralized equipment supply repository based on defined university needs and requests.	Purchase products based on university service requests and assessment of A/V department's current inventory.	Continuous
Research, identify and acquire new market product innovations for testing and evaluation for possible future equipment deployment to campus service offerings.	Receive certification of new market introductions from industry product sponsors. Transferal of findings into everyday task assignments.	Continuous
Introduce an "Intelligent Event Management Software" solution for product inventory and labor management.	The Technology Assistance Center becomes a major point of contact by campus community for A/V Related services.	April 2006
Improve the capacity to manage special event productions utilizing advanced digital switching and environmental software systems.	Purchase equipment designated for special event management/production.	March 2006

**ITSD, Department of A/V Media Services  
Goals & Objectives January 2006 – June 2007**

March 2006

<p><i>Objective 2: To assist individual departments with multimedia equipment selection, maintenance and system installation of equipment purchased outside of the CTAP.</i></p>	<p><i>Audience Benefit: Such services provide college deans, department chairs and unit directors with a campus centralized resource for audiovisual and multimedia technology support.</i></p>	<p><i>Alignment with UNCW Goals;</i>  <b>Goal I: Objective 2,3</b>  <b>Goal II: Objective 3</b>  <b>Goal III: Objective 5</b></p>
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<b>Strategy</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
<p>Provide system design and installation services for multi-media systems used by academic and administrative offices.</p>	<p>Installation of classroom technology for one-time capital funding identified locations. Equipment will then be transferred to residing department or school.</p>	<p>Continuous</p>
<p>Provide user orientations/training and technical demonstrations of equipment under consideration for purchase.</p>	<p>Conducted or completed formalized department orientations, small group classes, one-on-one tutoring, and the creation of a helpful tips guide.</p>	<p>Continuous (semester schedule)</p>
<p>Provide technical demonstrations or published documents related to new products to campus representatives for information, assessment or planning.</p>	<p>Utilize currently available information outlets to transfer media/industry advances. Such outlets would include campus newsletters, publications, and public showcases.</p>	<p>Continuous</p>
<ul style="list-style-type: none"> <li>• Provide assistance in the purchase and installation of Plasma display systems for Cameron School of Business</li> </ul>	<p>Deployment of (10) large screen display for showcase within designated curriculums, high traffic volume and building lobby completed and operational.</p>	<p>Jan/Feb. 2006</p>
<ul style="list-style-type: none"> <li>• Provide assistance with design and installation of two "SIMS" monitoring systems for School of Nursing in Friday Hall Annex</li> </ul>	<p>Monitoring systems operational and in use for instructional programming</p>	<p>May 2006</p>
<ul style="list-style-type: none"> <li>• Provide assistance with design and research of media enriched technologies for new School of Nursing Building.</li> </ul>	<p>Recommendations brought forward to design team for integration into building construction.</p>	<p>Continuous</p>

**ITSD, Department of A/V Media Services  
Goals & Objectives January 2006 – June 2007**

March 2006

2. Serve as a continuous resource for the identification, assessment and dissemination of information related to emerging technologies.

<p><i>Objective 1: To establish A/V Media departmental processes for recognizing and integrating new market innovations with those services and university needs currently not provided.</i></p>	<p><i>Audience Benefit: Such an action will prepare A/V Media with a better understanding of new equipment and practices. This will improve technology transfer for unique needs and potential campus-wide distribution.</i></p>	<p><i>Alignment with UNCW Goals;</i>  <b>Goal I: Objective 2</b>  <b>Goal II: Objective 6</b>  <b>Goal V: Objective 3,4,5</b>  <b>Goal VII: Objective 2</b></p>
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<b>Strategy</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
<p>Conduct informal, periodic assessments of academic departments and campus administrator need to determine the alignment of new products with needs.</p>	<p>Assessment Study composed and results analyzed.                      Recommended actions submitted for possible implementation.</p>	<p>Continuous</p>
<p>Conduct a competitive assessment with affiliated campuses in order to benchmark a/v media services operations</p>	<p>Contacted and reviewed various media departments throughout UNC School System.</p>	<p>Continuous</p>
<p>Encourage professional development of A/V Media staff through market research of new innovations and industry best practices.</p>	<p>Attend relevant trade shows and market showcase, subscribe to sanctioned A/V affiliated publications, and seek national certifications in industry best practices.</p>	<p>Continuous</p>
<p>Introduce new, innovative equipment into campus community for review and future acceptance by end-users.</p>	<p>Present market innovations to ITSD Vice-Chancellor committee on A/V Media related service and Center for Teaching Excellence, etc. ....</p>	<p>Continuous</p>

**ITSD, Department of A/V Media Services  
Goals & Objectives January 2006 – June 2007**

March 2006

**3. Provide high quality interactive video-conferencing capabilities to support regional, national and global collaboration.**

<p><i>Objective 1: To manage the technical operations of the interactive two-way video, campus cable television, and video satellite systems.</i></p>	<p><i>Audience Benefit: Such services are intended to provide technical support for both viewer ship and program contributors for academic, administrative, and entertainment activities.</i></p>	<p><i>Alignment with UNCW Goals;</i>  <b>Goal III: Objective 3,4</b>  <b>Goal IV: Objective 1,2,3,4</b>  <b>Goal V: Objective 1,2,3,4</b>  <b>Goal VI: Objective 1,3</b>  <b>5, 6,7,8</b></p>
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<b>Strategy</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
<p>Administration of IP/TCP based videoconferencing systems for individual academic and administrative departments.</p>	<p>Operations utilize IP/TCP distributed units in Cameron School of Business, Center for Marine Science, and School of Nursing.</p>	<p>Continuous</p>
<p>Test and commence live operations of interactive video-satellite connectivity to "Micro-space Communications" in the Research Triangle Park for supporting possible satellite uplink of university programming.</p>	<p>Construct and test possible feeds from Randall Library and School of Education locations.</p>	<p>July 2006</p>
<p>Introduce desktop IP/TCP based transmission video conferencing system on a trial basis designated user group.</p>	<p>Install, test and operation of a video sub-network system in Alderman, New Centre locations for pilot project.</p>	<p>Spring/Summer 2006</p>
<p>Install motorized projection screen, surge protection and production track lighting to enhance the appearance of the facility during live video conference.</p>	<p>Fund Special Project for physical plant to install infrastructure.</p>	<p>December 2006</p>
<p>Conduct industry research for positioning the university for possible conversion of analog-to-digital campus cable television head-end.</p>	<p>A "White Paper" report is provided to Director of Telecommunications and Vice-Chancellor for ITSD</p>	<p>November 2006</p>



**ITSD, Department of A/V Media Services  
Goals & Objectives January 2006 – June 2007**

March 2006

**4. Promote and support instructional spaces necessary to provide a high quality learning environment across campus.**

<p><i>Objective 1: To administer the development, expansion, continuation and support of the Technology Classroom Assistance Program.</i></p>	<p><i>Audience Benefit: Such services are intended to provide faculty members at UNCW integration of instructional technology for their classroom.</i></p>	<p><i>Alignment with UNCW Goals;</i>  <b>Goal I: Objective 2,4</b>  <b>Goal II: Objective 3,4</b>  <b>Goal III: Objective 3</b>  <b>Goal IV: Objective 1</b>  <b>Goal V: Objective 3,5</b></p>
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<b>Strategy</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
<p>Maintain current technology classroom locations.</p>	<p>Preventive Maintenance Schedule identified and inspection points for maintaining operability and technical specifications documented.</p>	<p>Continuous</p>
<p>Identify subsequent academic priority locations for inclusion into program coverage for the new Cultural Arts Building and Computer Information Systems.</p>	<p>New construction comes on line with all Classroom Technology Assistance locations tested, certified and operational.</p>	<p>August 2006</p>
<p>Ensure that the Committee on A/V Services reviews current instructional equipment baseline standards and makes modifications as necessary to reflect current user needs and industry advances.</p>	<p>Committee submittal of a revised edition for the baseline standard specification equipment guidelines for senior cabinet official's approval.</p>	<p>Continuous</p>
<p>Use operational funds for anticipated depreciation of existing equipment and applications.</p>	<p>The operational life-cycle funds during fiscal year 2005/2006 have been exhausted.</p>	<p>April 2006</p>

**ITSD, Department of A/V Media Services  
Goals & Objectives January 2006 – June 2007**

March 2006

<p><i>Objective 2: To continue collaborative development and enforcement of campus-wide design and performance specification standards.</i></p>	<p><i>Audience Benefit: Such a service provides faculty, staff, and students with multi media systems that follow university set baseline standards for are dependable, equivalent throughout campus, and demonstrate ease of use in operation.</i></p>	<p><i>Alignment with UNCW Goals;</i>  <b>Goal I: Objective 2</b>  <b>Goal II: Objective 3,4</b>  <b>Goal V: Objective 3,5</b></p>
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<b>Strategy</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
<p>Complete design and media installation for Cultural Arts Building and Computing Information Systems.</p>	<p>New equipment, furniture and fixtures installation refurbishment completed and accept of campus programming.</p>	<p>August 2006</p>
<p>Complete development design and integration plan for plasma technology in Cameron School of Business.</p>	<p>Design and installation completed and integrated into designated building locations.</p>	<p>Jan./Feb 2006</p>
<p>Complete development of architectural design for A/V Media systems for the Hinton-James Hall extension and renovation project.</p>	<p>Preliminary design completed and budget formulated by building tenants and planners. Design recommendations integrated into building construction documents.</p>	<p>September 2005</p>
<p>Complete development of architectural design for A/V Media systems for the Kenan Hall extension and renovation project.</p>	<p>Preliminary design completed and budget formulated by building tenants and planners. Design recommendations integrated into building construction documents.</p>	<p>December 2005</p>

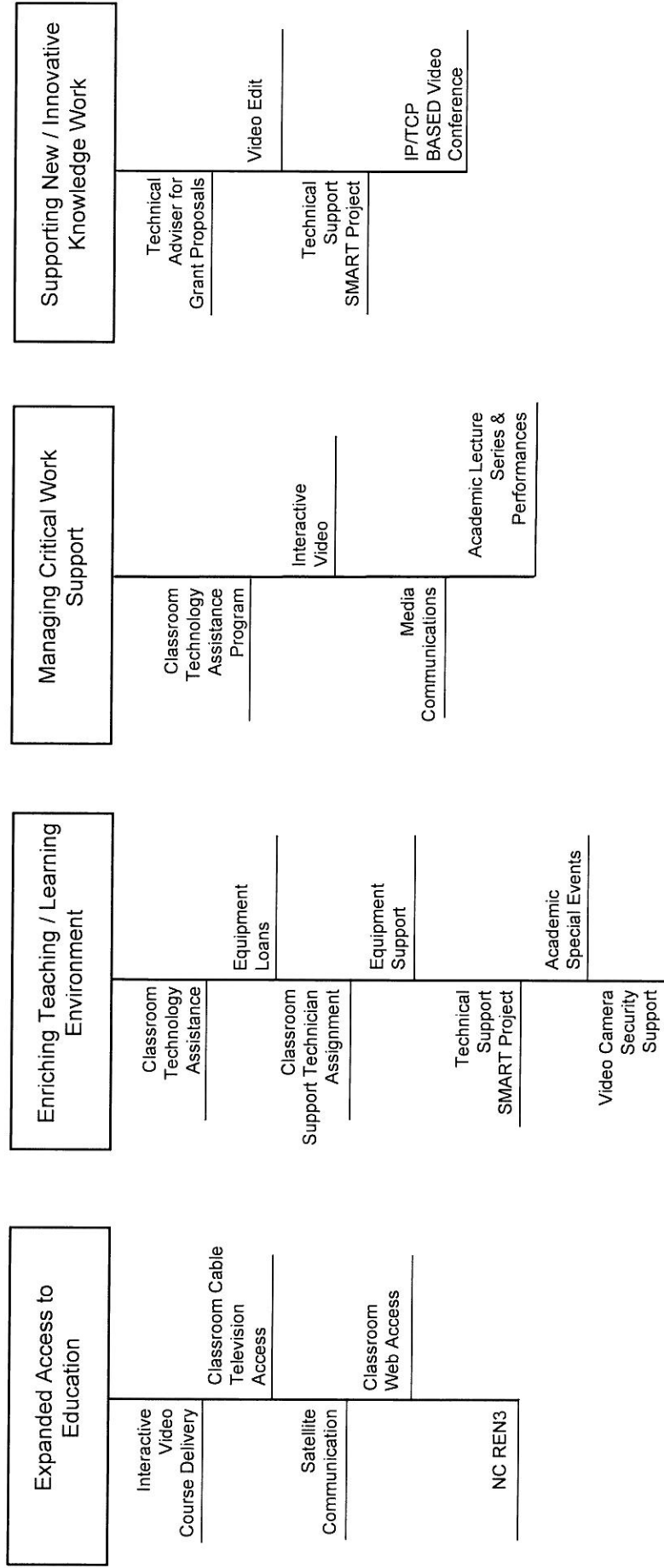
**ITSD, Department of A/V Media Services: Responsibility Grid**  
**P = Primary, S = Secondary, B = Backup**

March 2006

Responsibility	Jeff Stanfield	Don Sorensen	John McGee	*Robb Mann	Dan Noonan	Bill Hill	Melinda Miles	Vacant	Vacant
A/V Equipment Inventory Distribution (Checkout)	B		P	B					
A/V Equipment Asset Management	P		S						
A/V Equipment Acquisition/Selection	P		S	S					
Event Technician	B		P					S	
Special Event Coordination (A/V Element)	P		P						
Video Conversion/Duplication			P					S	
Work Order Calendar/ Scheduler	P		S		S		B		
Work Order Reports/Assessment	P						S		
Work Order Staff Assignment	P						S		
Satellite Downlink/Uplink Coordinator	P				S				
Video Photographer			P			S		S	
New Construction Media Planner/Architect/Coordinator	P	S		B					
Classroom Multimedia System Design	P	S		B					
Multimedia System Installer		S		P					
Multimedia System Technician (Support)		S		P		S		S	
Classroom Asset Management	P			S					
Interactive Video Director	P				S				
Interactive Video Research/Planning	S				P	B			

P = Primary and S = Secondary designations indicate that the primary individual who is handling this function is so noted. This does not reflect the proportion of time that the individual devotes to an individual

## Department of A/V Media Services Information Technology in the Teaching & Learning Environment



**Department of**

**Client Services**



University of North Carolina Wilmington  
Information Technology Systems Division

**ITSD,**  
**Department of**  
**Client Services**  
Serving the UNCW  
Community



### ITSD—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 Technology Assistance Center (TAC), user support for initial problem reporting and resolution, operation of the Technology Support Center, desktop software training and support, personal computer maintenance and support, management of the student computing labs and instructional support—including technical support for online courses and research. Technology and services provided by this group enable faculty, staff and students to utilize UNCW's information technology resources for teaching, learning, research, public service, and information management. This unit works in close partnership with numerous 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:

- Provide user support and technical services for initial incident reporting and resolution, and for problem tracking and escalation to other support units.
- Manage the operation of the student TAC, emerging technologies production center and the training labs in the Technology Support Center.
- Maintain and support the student computing labs and laptop checkout programs.
- Maintain and support established personal computer and desktop products.
- Develop and deliver technology training to the campus user community.
- Provide instructional and research support products and services to faculty to include online course development and delivery support.
- Manage campus Web services and provide Web client consulting and support.
- Administer and support the UNCW Life Cycle Computer Replacement Plan and Student laptop Initiative.
- Coordinate with allied support groups such as the IT support staff in other departments and Center for Teaching Excellence.
- Manage on-site Dell Warranty Service Center.
- Administer, support, and provide training for campus Course Management Software (WebCT).

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

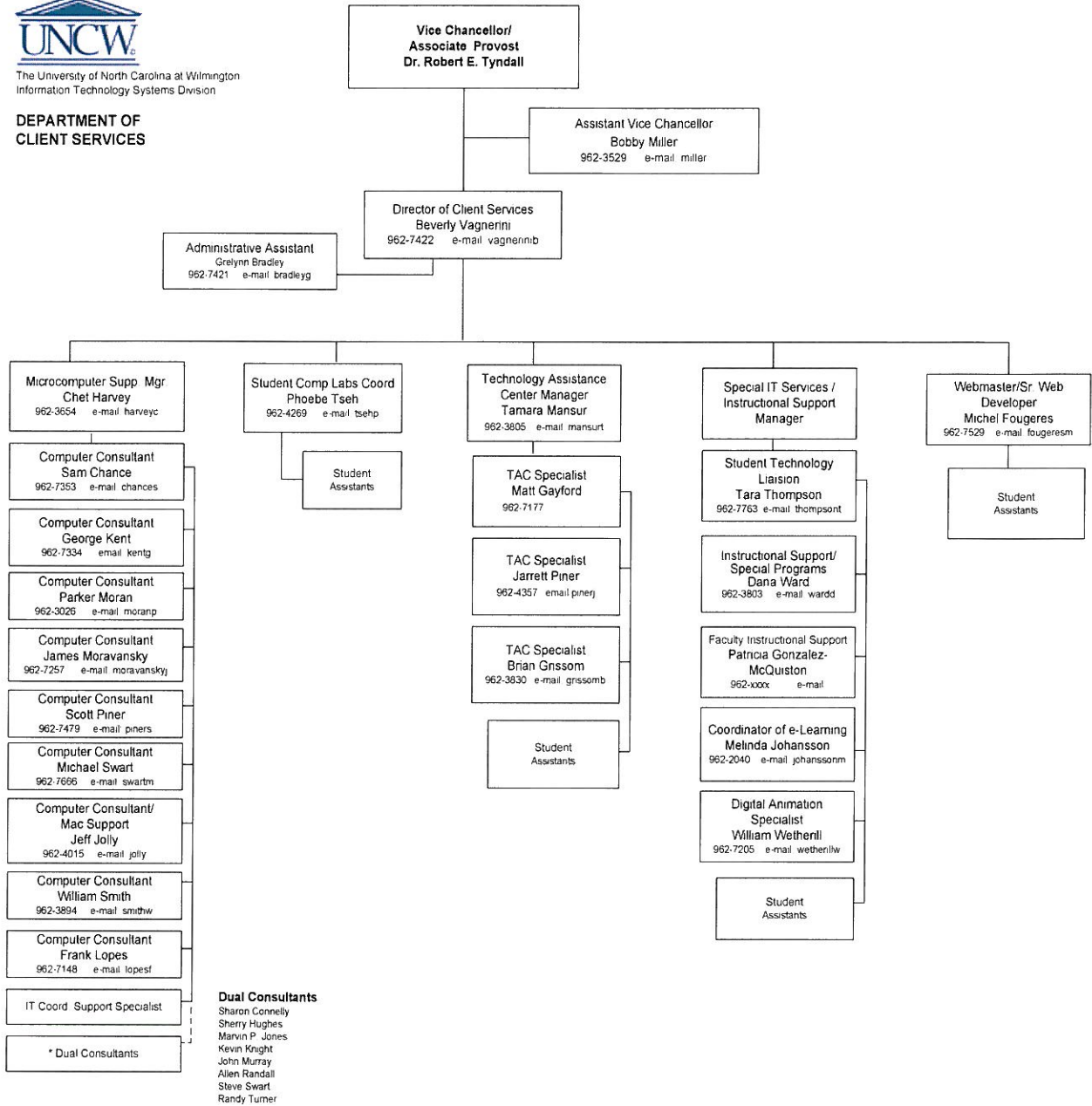
*Dr. Rosemary DePaolo*  
Chancellor, UNCW



The University of North Carolina at Wilmington  
Information Technology Systems Division

**DEPARTMENT OF  
CLIENT SERVICES**

March 2006





August 18, 2005

University of North Carolina Wilmington

**INFORMATION TECHNOLOGY SYSTEMS DIVISION**

**Committee on Baseline Standards for Computers**

A significant portion of the strategic technology resources of the university are invested in the purchase of faculty, staff and lab computers. The Information Technology Systems Division is charged with developing and monitoring the university's response to managing these investments through economies created by baseline standards, bulk purchases, interchangeable components, standardized training and a life cycle replacement plan. The primary charge to the committee is to advise the Vice Chancellor for ITS on standards for hardware and software configurations for faculty and staff use, student labs and classrooms. In addition the committee shall review waiver requests from individual or organizational units proposing deviations from the standards. The committee will meet a minimum of four times annually.

**Specific Charge to the Committee:**

1. To establish baseline hardware and software configuration standards for all desktop and laptop computer acquisitions on campus including faculty and staff systems, student computer lab systems and classrooms.
2. To establish and administer procedures for addressing exceptions to the baseline standards. Waiver requests will be responded to one of four ways as follows:
  - a) Approved with support – the baseline specifications do not meet the legitimate needs of the requestor. Requestor recognizes and accepts the fact that support may be limited.
  - b) Approved without support – the needs of the requestor are legitimate but unique and outside of the university's capacity to support. Requestor accepts the fact that no support will be available.
  - c) Approval in category a) or b) above if modifications stipulated by the committee is agreed to by the requesting party.
  - d) Denied for funding or support by UNCW.

**Important Note:**

The standard operating system for the university is Microsoft Windows as recommended by the Chancellor's Steering Committee on Information Technology in 1999. Deviations from Windows as the campus standard operating system must be approved by the ITSD Advisory Council.



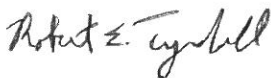
## Committee Members

Department/Division	Members	Serving Term
<b>Co-Chairs: 2005-2006</b>	Dr. Gene Taglarini and Ms. Beverly Vagnerini	<b>P</b>
Computing Services	Mr. Steve Perry	<b>2</b>
Advancement	Ms. Suzie Daughtridge	<b>1</b>
Health and Applied Human Sciences	Dr. Terry Kinney	<b>1</b>
Mathematics and Statistics	Dr. Jeff Brown	<b>1</b>
Specialty Studies	Dr. Mahnaz Moallem	<b>3</b>
Student Affairs	Mr. Marvin Jones	<b>2*</b>
Public Service and Continuing Studies	Mr. Woody Sutton	<b>1</b>
Information Systems & Operations Management	Dr. Ravija Badarinathi	<b>3</b>
Specialty Studies, Watson School of Education	Mr. Jeff Ertzberger	<b>1</b>
Information Systems & Operations Management	Dr. George Schell	<b>3</b>
Purchasing	Ms. Mary Forsythe	<b>1</b>
Facilities Planning & Design	Ms. Beth James	<b>2</b>
Business Affairs-Business Applications	Ms. Keri Franklin	<b>1</b>
Office of the Dean, CAS	Mr. Allen Randall	<b>2*</b>
ITSD – Client Services	Mr. Chet Harvey	<b>P</b>
ITSD – AV/Media Services	Mr. Robb Mann	<b>1</b>
ITSD – Telecommunications	Mr. Wesley Padgett	<b>1</b>
ITSD – Client Services/CSB	Mr. Alan Smith	<b>1</b>
Film Studies	Mr. Chip Hackler	<b>3</b>
Communication Studies	Dr. Bill Bolduc	<b>3</b>
SGA President	Mr. Bradley Ballou	<b>1</b>
SGA VP of Technology	Ms. Gennifer Miller	<b>3</b>


1. Signifies person has served a three-year term and membership is now renewed on a per-year basis.

Additional student representatives will advise the committee on specific topics.

The committee's recommendations are furnished to the Vice Chancellor for Information Technology Systems, who shall coordinate implementation or refer the recommendation to the appropriate Vice Chancellor(s) for response.



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



Dr. Rosemary DePaolo  
Chancellor, UNCW



University of North Carolina Wilmington

**INFORMATION TECHNOLOGY SYSTEMS DIVISION**

**Committee on Student Support and Technology**

The University of North Carolina Wilmington has as an integral part of its education mission the need to provide students with an array of social, personal life management, financial and career planning services, from initial contact through graduation. In today’s technological environment such services must include the vast resources available through intranet and internet information technologies. Access to and guidance in the use of such networks, tailored to the unique styles, interests and needs of students are a vital part of UNCW’s commitment to giving students the best learning and living environment possible. To that end, the Information Technology Systems Division and the Chancellor have established the Committee on Student Support and Technology. The committee is charged with giving overall direction to efforts addressing students’ concerns and needs through technology facilitated processes. The committee does not take the place of any day-to-day work teams, but should utilize its authority to consider recommendations from such individuals and groups where there is a need for broader coordination or even campus wide participation in developing solutions.

Student needs and the technological support required to help address such needs, change as they move from applicant to student to graduate. Therefore, this committee will explore the technology needs at each stage of students’ interactions with the campus, and make recommendations for high quality services throughout their UNCW experience.

The committee will look at three major stages of student life:

2. Joining the UNCW Community

- Application
- Admission
- Orientation
- Registration
- Housing
- Meal Plans
- Financial Aid
- Academic Advising
- Transferring In
- Bookstore
- Parking, Post Office & Email
- Health Services

3. Involvement in the UNCW Community

- Academic Advising
- Registration
- Career Services
- Leadership & Activities
- Housing
- Counseling Services
- Student Technology Training
- Student & Program Assessments/Evaluations
- Financial Aid
- Bookstore
- Parking, Post Office & Email
- Recreation
- Health Services
- Student Computer Labs & Help Desks
- Meal Plans

4. Transitions from UNCW

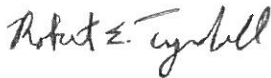
- Career Services
- Bookstore
- Graduation Follow-Up
- Alumni Association
- Advancement

The committee will explore a coordinated and integrated approach to students' use of technology, making their experience as seamless, efficient and personal as possible. To this end, the committee will explore one stage at a time, and the membership of the committee will change through the use of floating seats to reflect the issues being explored.

**Committee Members**

Department/Division	Members	Serving Term
<b>Co-Chairs: 2005-2006</b>	Dr. Terrence Curran and Ms. Tami Mansur	<b>P</b>
ITSD – Application Services	Ms. Patty Stugg	<b>3</b>
Admissions	Mr. Marcio Moreno	<b>1</b>
Dean of Students Office	Mr. Jason Davis	<b>1</b>
Campus and Auxiliary Services	Ms. Suzanne Helms	<b>1</b>
General College	Dr. Kemille Moore	<b>1</b>
Student Accounts	Ms. Dana Harris	<b>1</b>
Financial Aid and Veterans Svcs	Ms. Emily Bliss	<b>1</b>
Housing and Residence Life	Mr. Sean Ahlum	<b>*1</b>
ITSD – Client Services	Ms. Phoebe Tseh	<b>1</b>
ITSD – Client Services	Ms. Tara Thompson	<b>2</b>
School of Nursing	Ms. Sherry Hughes	<b>1</b>
Curricular Studies	Dr. Hengameh Kermani	<b>1</b>
Mathematics and Statistics	Dr. Russell Herman	<b>1</b>
Student Development Services	Dr. Peggy Turner	<b>P</b>
Office of the Dean, CAS	Dr. Stephen McNamee	<b>1</b>
SGA – President	Mr. Bradley Ballou	<b>1</b>
SGA – Vice President of Technology	Ms. Gennifer Miller	<b>3</b>
Library	Ms. Lisa Williams	<b>1</b>
Student Representative	Mr. Bradley Swain	<b>1</b>
Student Representative	Mr. Joseph Humphrey	<b>1</b>

\*Signifies person has served a three-year term and membership is now renewed on a per-year basis.



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



Dr. Rosemary DePaolo  
Chancellor, UNCW

ITSD, Department of Client Services  
Goals & Objectives January 2006 – June 2007

March 2006

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

<b>Objective 1: Improve and maintain Client Services Departmental web pages providing web-based tools and IT resource information to students, faculty and staff.</b>	<b>Audience/Benefit: Web pages will provide a resource for faculty, staff and students to reference training opportunities, self-help, announcements, services and trouble-ticket tracking.</b>	<b>Alignment with UNCW Goals:</b> Goal I: Objectives 1, 3, 7 Goal III: Objective 2 Goal V: Objective 2 Goal VII: Objective 2
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Strategy	Evidence of Completion	Due Date/Status
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Continually revise Client Services departmental Web pages producing 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 (Windows/MAC FAQ's knowledgebase, web-based tutorials, online workshop documentation, CBT, supported hardware/software lists, available surplus equipment, on-site service center, Web developers center, software distribution)

Updated Client Services web pages (based on priority list) for all areas of service adhering to ADA compliance specifications and using client-centric ITSD Web site approach

Ongoing

FAQ's web-based tutorials inventory and assessments, virus updates, training documents and training assessments, log of service level agreements, student and faculty satisfaction survey/hardware/software support, Web developers center

Ongoing

Update training materials  
Record of virus protection software distribution for students

Ongoing  
May 2006 Completed

Increase campus communications via the Web

@UNCW articles  
Technology Corner  
Roomers articles  
Student newsletter  
Faculty CD  
Brochures  
Web site hit profile  
Usage Reports  
Annual survey data

Ongoing

Maintain/update the online Integrated Instructional Technology Services grid. Document the number of hits and survey faculty for effectiveness

July 2006  
December 2006

**ITSD, Department of Client Services  
Goals & Objectives January 2006 – June 2007**

March 2006

<b>Strategy</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
Monitor effectiveness and explore opportunities to improve online resources available via Remedy web interface for faculty and staff	Usage Reports Remedy training, number and range of participants	May 2006/December 2006 July 2006
Maintain and enhance online Remedy solutions database accessible via Web Explore possibility of purchasing a commercial knowledgebase product Explore possibility of expanding Remedy web interface for students	Usage Reports Survey data Product analysis  Usage Reports, Survey data Remedy web access for students recommendation	July 2006 May 2006 July 2006  July 2006 July 2006
<b>Objective 2: Develop and sustain the TAC and Faculty E-learning and E-Merging Technology Center to provide expanded and exceptional technical support services to students, faculty and staff.</b>	<b>Audience/Benefit: Provide faculty, staff and students with a campus resource center to assist in resolving IT related issues in a timely manner and experiment with emerging technologies.</b>	<b>Alignment with UNCW Goals:</b> Goal I: Objectives 2, 3 Goal II: Objective 4 Goal III: Objectives 2, 3 Goal V: Objectives 2, 3 Goal VI: Objectives 1, 2, 3, 4 Goal VII: Objective 2
<b>Strategy</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
Develop and deliver training and informational sessions for students	IT sessions to be included in UNI classes	August 2006
Increase campus communications via publications and events	Technology/Tables Orientation Tables Freshman Seminar events	Ongoing Ongoing Ongoing
Collaborate with the Seahawk Perch, SGA, GSA and other academic, administrative and student groups to get information out to the campus community	Collaborative events with Seahawk Perch, SGA, GSA, Housing and Residence Life Office and Student Affairs (commuter and non-traditional) the attendance and minutes	Ongoing  October 2006

**ITSD, Department of Client Services  
Goals & Objectives January 2006 – June 2007**

March 2006

<b>Strategy</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
Survey clients and gather feedback from events to assess effectiveness and ongoing strategies	Survey and general feedback	March 2006
Expand and improve the new <i>Faculty Orientation for Technology</i> session encompassing campus wide technology related services for faculty	<i>Faculty Orientation for Technology</i> session offered in collaboration with AA	August 2006 and ongoing
Assist and support faculty in developing proposals utilizing technology tools for presentation at professional conferences and seek faculty support in co-presenting	Conference presentations	Ongoing
Schedule review periods for analyzing remedy reports and processing satisfaction surveys	Weekly, monthly, quarterly, yearly reports Survey results	September 2006
Develop/automate Remedy reporting tools usage profile for user groups	Graphics/aggregated reports	June 2006 and ongoing
Hire vacant TAC Support Specialist	TAC support position hired	March 2006
Implement ongoing support structure for wireless and PDA devices	PDA workshops/survey results	August 2006, November 2006, February 2007
<ul style="list-style-type: none"> <li>• Develop and deliver PDA training sessions and track attendance and satisfaction</li> <li>• Gain technical experience with PDA's and integrated wireless devices</li> </ul>	Trained technicians	Ongoing
Provide technical support for high-end equipment and software, to include, video capturing, editing, Student Response Systems, classroom capture systems and synchronous learning tools	Workshops	April 2006 and Ongoing
<ul style="list-style-type: none"> <li>• Develop and deliver workshops</li> <li>• Gain technical experience using high-end IT equipment to deliver technical assistance and consulting to campus users</li> </ul>	Trained consultants and TAC specialists	Ongoing

**ITSD, Department of Client Services  
Goals & Objectives January 2006 – June 2007**

March 2006

<b>Strategy</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
<p>Provide technical support and training opportunities for pilot projects to include synchronous learning systems, course management systems (VISTA), e-portfolios and open-source software opportunities</p> <ul style="list-style-type: none"> <li>Gain technical experience using emerging technology tools and provide assistance and information to campus users</li> <li>Provide testing and experimental opportunities for emerging technology tool evaluation</li> </ul>	<p>Evaluation sessions, workshops, web demonstrations</p> <p>Establish test and experimental opportunities in training room</p>	<p>Ongoing</p> <p>Ongoing</p>
<p>Participate in iTunes University</p> <p>Assist and co-present with faculty at local and national conferences</p>	<p>Proposal submissions and assistance with faculty projects</p> <p>Conference presentations—Educause, UNC TLT, UNC Cause, Web CT</p>	<p>August 2006</p> <p>July 2006—June 2007</p>
<p>Increase percentage of level I calls solved by ITSD Client Services Help Desk</p> <ul style="list-style-type: none"> <li>Enhance Student Training Program</li> <li>Require CBT and specialized technical training for student and TAC staff</li> <li>Survey campus community to evaluate effectiveness of TAC</li> <li>Measure status reports</li> </ul>	<p>Enhanced student wage scale and incentives programs</p> <p>CBT test results and completed training programs</p> <p>Survey results</p> <p>Remedy reports</p>	<p>Ongoing</p> <p>Ongoing</p> <p>March 2006, November 2006, March 2007</p> <p>Ongoing</p>
<p>Provide technical support and training in collaboration with Application Services for Banner and Seaport and measure effectiveness</p> <ul style="list-style-type: none"> <li>Deliver training and information sessions</li> <li>Administer surveys</li> </ul>	<p>Workshops and information sessions</p> <p>Survey results</p>	<p>Ongoing</p> <p>Ongoing</p>
<p>Display Technology Table at various locations on campus throughout the year to promote new technologies, visibility and answer question</p>	<p>Technology Table at various locations</p> <p>Campus feedback</p>	<p>Ongoing</p>

**ITSD, Department of Client Services  
Goals & Objectives January 2006 – June 2007**

March 2006

<p><b>Objective 3: Improve and sustain client support services (microcomputer support).</b></p>	<p><i>Audience/Benefit: Faculty, staff and students will receive exceptional end-user consultant support in their offices and student computer labs.</i></p>	<p><i>Alignment with UNCW Goals:</i>  <b>Goal I: Objectives 3, 5</b>  <b>Goal VI: Objectives 2, 3</b>  <b>Goal VII: Objective 2</b></p>
<p align="center"><b>Strategy</b></p>		
<p>Increase wireless support (PDAs) and emerging technology evaluations</p>	<p><b>Evidence of Completion</b>                  Demonstrated proficiency in use and support of PDAs and white paper on emerging wireless technologies in the campus community</p>	<p><b>Due Date/Status</b>                  Ongoing</p>
<p>Upgrade client hardware and software as required</p>	<p>Users hardware upgraded to support Office 2003, Windows XP where needed</p>	<p>Ongoing</p>
<p>Track and analyze remedy reports</p>	<p>Summarized remedy reports</p>	<p>Ongoing</p>
<p>Research and pursue certification opportunities if feasible (HP, helpdesk)</p>	<p>Additional certification completed</p>	<p>Ongoing</p>
<p>Enhance MAC support for campus users to include TAC support, training opportunities and end user support</p>	<p>Demonstrated support for MAC computers                  Web Pages/FAQ's, MAC User Group, MAC training program and participation in Apple Rewards Program</p>	<p>Ongoing</p>
<p>Hire microcomputer support staff in support of new CIS building</p>	<p>Staff Hired</p>	<p>July 2006</p>
<p>Explore hardware and software possibilities to secure mobile devices</p>	<p>If tracking devices are adopted training, support and troubleshooting techniques provided</p>	<p>July 2006 and Ongoing</p>
<p><b>Objective 4: Support mobile computing initiatives and optimize the use of General Access computer labs.</b></p>	<p><i>Audience/Benefit: Campus community will benefit from cost-saving initiatives, mobile computing alternatives and innovative options utilizing new technologies.</i></p>	<p><i>Alignment with UNCW Goals:</i>  <b>Goal I: Objective 2</b>  <b>Goal VII: Objective 2</b></p>



**ITSD, Department of Client Services  
Goals & Objectives January 2006 – June 2007**

March 2006

<b>Strategy</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
Convert one general access lab into collaborative and group workspace for students	Convert S&B computer lab into collaborative working environment	Completed
Continue to advocate for campus-wide enterprise print solution	Enterprise printing solution	July 2006
Increase the number of laptops in the Student Laptop Checkout Program by five	Five additional laptops for students	August 2006
Evaluate the possibility of implementing Timesheet tracking software for student workers	Timesheet software evaluation completed	August 2006
<p><b>Objective 5: Technical support and management for online and technology enhanced courses.</b></p>		
<b>Strategy</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
Develop WebCT training and support materials	WebCT support materials	Ongoing
Enhance WebCT and e-media support/service	Updated Integrated Instructional Technology Grid. E-Merging Technologies workshop offerings and special events, vendor loaner equipment available for testing and evaluation	Ongoing
Expand collaborative projects with CTE, AA, Collegis/Sungard, TLTC and other universities	Collaborative projects, training, support models, guest speakers and trainers	Ongoing
Perform online course startup, enrollment, management and database administration for WebCT courses	Completed course startup, enrollment and management of courses	Ongoing
<p><i>Alignment with UNCW Goals:</i>  <b>Goal I: Objectives 1, 2, 4</b>  <b>Goal II: Objective 2</b>  <b>Goal V: Objectives 2, 3, 4, 5, 6</b>  <b>Goal VI: Objectives 1, 2, 3</b></p>		

**ITSD, Department of Client Services  
Goals & Objectives January 2006 – June 2007**

March 2006

<b>Strategy</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
<p>Plan and implement Vista migration project to include course migration plan and training modules in collaboration with TLT, AA and other WebCT campuses</p> <ul style="list-style-type: none"> <li>• Define implementation and migration procedures</li> <li>• Web course development meetings</li> <li>• Planning and design for future courses</li> <li>• Development of navigation training modules</li> <li>• Statewide collaborative WebCT hosting project</li> <li>• Develop Memorandum of Understanding (MOU) for Vista implementation in collaboration with WebCT campuses across the state</li> </ul>	<p>Reports defining outcome of collaborative efforts Vista migration plan Roadmap of installation timelines Course migration plan Training modules NC State course hosting option, including business plan UNCW Course Hosting plan  MOU developed</p>	<p>March 2006 and Ongoing March 2006 July 2006 July 2006 May 06 and Ongoing July 2006 July 2006  April 2006</p>
<p>Collaborate with AA to develop UNCW plan for future course hosting solution, referencing data collected from statewide VISTA initiative and input from Collegis/Sungard</p>	<p>WebCT courses will be populated and updated through registrations within Banner Student instead of Plus2000 SIS</p>	<p>August 2006</p>
<p>Collaborate with Application Services integrating WebCT and Banner</p>	<p>A project plan is in place identifying milestones in the migration. The plan includes hosting, training and potential consulting costs.</p>	<p>August 2006</p>
<p>Develop a project plan for converting all on-line courses from WebCT to Vista by Fall 2007</p>	<p>Integration tests completed</p>	<p>December 2006</p>
<p>Work with Application Services to test the integration between Vista, Banner and Luminous</p>	<p>The remaining WebCT CE courses are being handled manually</p>	<p>January 2007</p>
<p>Migrate from WebCT/Banner/Luminous to Vista/Banner/Luminis for production e-learning with remaining WebCT courses no longer interfacing with Banner and Luminis</p>	<p>User Vista for all e-learning courses</p>	

**ITSD, Department of Client Services  
Goals & Objectives January 2006 – June 2007**

March 2006

**Strategy**

**Evidence of Completion**

**Due Date/Status**

Hire e-learning Coordinator position in collaboration with AA e-learning Coordinator hired

January 2006

**Objective 6: Provide technical support for new IT initiatives.**

*Audience/Benefit: Faculty, staff and students pursuing innovative IT initiatives.*

**Alignment with UNCW Goals:**  
 Goal I: Objectives 1, 3, 5  
 Goal II: Objective 3  
 Goal V: Objectives 2, 3, 4, 5  
 Goal VI: Objectives 2, 3

**Strategy**

**Evidence of Completion**

**Due Date/Status**

Provide research, development and implementation of ongoing SMART projects, IT innovation projects, Student Response Systems, classroom capture systems, Podcasting

Continued support and development of SMART projects  
 Clarify classroom technology support model for emerging IT related projects

August 2006

Provide research on emerging technologies

Reports describing projects and findings

Ongoing  
 March 2006

Collaborate with AA in testing new products in the classroom

Ipod project  
 Apreso classroom capture project  
 Reports describing projects and findings

May 2006  
 Ongoing

Expand use of digital media workstations to facilitate the creation of digital and streaming media

Digital media projects

Ongoing

Provide technical support for faculty research projects

Remedy reports, grant proposals, whitepapers

Ongoing

Continued support for faculty PDA projects

Remedy reports  
 Project reports

Ongoing

Expand Seaport channels for campus audiences in collaboration with Application Services, Computing Services and campus-wide focus groups

Expanded Seaport channels for students  
 Expanded Seaport channels for faculty  
 Seaport for staff

Ongoing

Host Interact for campus and invited participants in collaboration with VC ITSD office

Interact 2006

March 2006

**Objective 7: Enhance existing student support services in the Residence Halls.**

*Audience/Benefit: Residence hall students will receive quality technical support services while living in the residence halls.*

**Alignment with UNCW Goals:**  
 Goal I: Objectives 1, 2, 4  
 Goal III: Objective 2  
 Goal VI: Objective 1, 2, 3, 4

**ITSD, Department of Client Services  
Goals & Objectives January 2006 – June 2007**

March 2006

<b>Strategy</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
Continued training of ResNet staff	Completion of CBT and student modules, cross-training with TAC, WSE	Ongoing
Evaluate the effectiveness of technical support in the residence halls	Remedy reports, conduct random phone interviews to access service (15) in the fall and spring 2006	Ongoing
Provide student technology training seminars (Casual Computing) in the residence hall computer labs in collaboration with the Residence Life Office	Training modules provided by request Feedback from students	December 2006

**2. To successfully manage the client IT resources of the university.**

<i>Objective 1: Improve interactions with dual-consultants and ensure consistency of IT practices throughout the campus community.</i>	<i>Audience/Benefit: Entire campus community will benefit from IT standards relating to hardware, software, network, procedures and technical support.</i>	<i>Alignment with U/NCW Goals: Goal II: Objectives 1, 2, 3, 4 Goal VII: Objective 2</i>
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<b>Strategy</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
Ensure personnel standards for hiring and consulting models are implemented	Dual-consultant Policy and participation in searches for dual-consultant positions	Ongoing
Integrate dual-consultants into CS department on a regular basis	Attendance at Department meetings, committee meetings, special functions and training opportunities	Ongoing
Create training opportunities both in participation and delivery which include the dual-consultants	Completed training opportunities	Ongoing

<i>Objective 2: Manage and operate the on-site warranty computer repair center in support of the campus community.</i>	<i>Audience/Benefit: Students will have access to an on-site service center supporting laptops purchased through the Student Laptop Initiative.</i>	<i>Alignment with U/NCW Goals: Goal VII: Objective 2</i>
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**ITSD, Department of Client Services  
Goals & Objectives January 2006 – June 2007**

March 2006

<b>Strategy</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
Move the Warranty Service Center to Hoggard Hall	Warranty Service Center in Hoggard Hall	January 2006
Ensure staff and student performing service work complete and maintain proper certifications	Completed certifications	Ongoing
Provide exceptional and timely support	Feedback from customers	Ongoing
Evaluate the effectiveness and cost efficiency of service center	Reports, customer feedback	June 2006, December 2006, June 2006
Establish cross-training opportunities for students staffing the Warranty Service Center, TAC and student computer labs	Cross-training program in place	June 2006
Investigate a Student Internship opportunity to manage the Warranty Service Center operation	Student Internship	September 2006

<i><b>Objective 3: Manage details relating to the Dell Laptop Initiative</b></i>	<i><b>Audience/Benefit: Students receive benefits from the program to include pricing, on-site service and technical support.</b></i>	<i><b>Alignment with UNCW Goals: Goal VII: Objective 2</b></i>
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<b>Strategy</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
Develop ongoing strategies with Dell in support of Laptop Program	Configuration, price and marketing decisions	Ongoing
<b>Market Laptop Initiative</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
<ul style="list-style-type: none"> <li>▪ Freshman – follow-up and training information</li> <li>▪ All students – brochure and program details</li> <li>▪ Faculty/staff – brochure and program details</li> </ul>	Brochures, e-mail messages, announcements	Ongoing
Develop and deliver Student Laptop Orientation and online training program	Online Student Laptop Training Program	August 2006

**ITSD, Department of Client Services  
Goals & Objectives January 2006 – June 2007**

March 2006

<b>Strategy</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
Participate in new student orientation programs, Involvement Carnival and related campus events	Completed orientation programs Participation in campus sponsored events	Annually and ongoing

<i>Objective 4: Continued support and management of the Life Cycle Funding Model for computer replacement.</i>	<i>Audience/Benefit: Campus community will benefit from continual funding of the Life Cycle Replacement program to ensure access to up-to-date computer equipment.</i>	<i>Alignment with UNCW Goals: Goal I: Objective 3 Goal VII: Objectives 1, 2, 7</i>
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<b>Strategy</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
Ensure baseline standards are met with a minimum number of exceptions	Number of exceptions granted, percent of units at baseline (annually)	Ongoing
Negotiate competitive prices with vendors	Proposals/market comparisons	Ongoing
Explore Apple Rewards Agreement for academic departments utilizing Apple equipment in their programs	Apple Rewards Program	August 2006 and Ongoing
Ensure surplus and cannibalization procedures are followed	Reports monitoring distributed and surplus units	Ongoing
Include faculty, staff and students in discussion relating to baseline standards	Faculty, staff and student committee participation	Ongoing

<b>Strategy</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
Assess impact of LCF	Assessment report	August 2006
Implement equipment tracking procedure to track Life Cycle equipment under new fixed asset guidelines	Equipment tracking procedure	January 2006

**ITSD, Department of Client Services  
Goals & Objectives January 2006 – June 2007**

March 2006

<i>Objective 5: Enhance current relationships with UNCW preferred vendors and expand opportunities with other IT vendors.</i>	<i>Audience/Benefit: Campus community will benefit from budget savings by collaborative efforts.</i>	<i>Alignment with UNCW Goals: Goal I: Objective 3 Goal VII: Objectives 2, 7</i>
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<b>Strategy</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
Enhance warranty reimbursements with Dell	Program implementation	Ongoing
Explore warranty reimbursements with HP	Warranty reimbursement program	July 2006
Explore volume pricing and site license programs	Report defining findings	July 2006 and Ongoing
Review and assess contracts up for pending renewal	Review complete and recommendation provided	Ongoing
Establish a formal process for software and site license requests	Process in place	December 2006

<i>Objective 6: Refine, advertise and enforce IT related policies.</i>	<i>Audience/Benefit: Campus community will benefit from IT related policies and will know where to find pertinent information when needed.</i>	<i>Alignment with UNCW Goals: Goal I: Objective 3 Goal III: Objective 4 Goal VI: Objective 4</i>
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<b>Strategy</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
Clearly reference related policies on web pages	Policies reference on Client Services web pages	Ongoing

<b>Strategy</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
Ensure all Client Services staff understand and adhere to related IT policies	Policy compliance	Ongoing

**ITSD, Department of Client Services  
Goals & Objectives January 2006 – June 2007**

March 2006

**3. To develop and deliver exceptional, first-rate training opportunities to faculty, staff and students.**

<i>Objective I: Develop and implement student centric training opportunities to enrich their educational experience.</i>	<i>Audience/Benefit: Students will benefit from training and personal enrichment opportunities to add to their university experience.</i>	<i>Alignment with UNCW Goals: Goal I: Objectives 3, 5 Goal VI: Objectives 1, 2, 3, 4</i>
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<b>Strategy</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
Continued development and implementation of UNCW ITSD Student Training program (ITSD, Career Services, Computer Science)	Four training opportunities annually	Ongoing
Expand training offerings to include instructor led workshops offered in TSC training facility	Three workshops annually	August 2006
Promote and assess use of CBT, web-based tutorials, online resources	Announcements, e-mails, assessment results, workshops, special events	Ongoing
Collaborate with CS, MIT, MIS programs to develop and implement internship opportunities within Client Services for eligible students	Three Internships targeted for 2006/07	Ongoing
Assess effectiveness of student training opportunities	Assessment reports	May 2007
<b>Strategy</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
Work with AA to establish CBT training plans for students to enhance technical skills	CBT training plans for students, conduct competency self-assessment upon completion	July 2006
Explore collaborative partnership with Auxiliary Services and Student Affairs to provide a Technology Store/Showcase space in the new University Union	Outline proposed partnership plan create space offer pilot services in 2006/07	July 2006
Fund training opportunities for Student Web Development Teams for use on campus-wide Web projects	Funded student Web development projects	Ongoing



**ITSD, Department of Client Services  
Goals & Objectives January 2006 – June 2007**

March 2006

<i>Objective 2: Expand and enhance IT opportunities for faculty and staff.</i>	<i>Audience/Benefit: Faculty and staff will have the opportunity to build upon their existing technology skills and gain new skills. Faculty and staff will have the opportunity to test and experiment with new technologies.</i>	<i>Alignment with UNCW Goals: Goal I: Objective 3 Goal II: Objective 3, 4 Goal VI: Objective 1, 2, 3</i>
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<b>Strategy</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
Expand workshop offerings to include a variety of intermediate to advanced topics	New workshops to include In Design, PDF forms, Digital Image Suite, Microsoft Access Forms/Queries/Reports	February 2006
Offer WebCT training for beginner to advanced faculty	Fall and Spring schedule	Ongoing
Update online training course to train and support faculty using WebCT incorporating new tools and Vista specific information	Updated online training course	January 2007
Create a "Getting Started" Teaching with Technology series for faculty	"Getting Started" series created	December 2006
Create and implement an orientation training structure to introduce faculty to services and support	Orientation structure created	August 2006
<b>Strategy</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
Develop faculty technology needs assessment intended to ascertain specific technology training and support needs at the department level	Needs assessment	January 2007
Generate collaborative goals and work plans with the CTE and e-learning initiatives	Monthly meetings, joint training sessions, co-sponsored events	Ongoing
Promote and assess CBT usage to include implementing expanded offerings and customized training plans for the campus community	Announcements, e-mails, brochures, assessment results Customized training plans	Ongoing August 2006
Evaluate software products on the market for developing Organization Charts	Recommendation for campus wide solution	August 2006

**ITSD, Department of Client Services  
Goals & Objectives January 2006 – June 2007**

March 2006

<b>Strategy</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
Coordinate ordering, tracking and delivery of content management software licenses to campus clients as part of the Web content management system	Process client IDI Maintain spreadsheet to track orders and delivery of licenses with Office of Web Management	Ongoing
Work with Office of Web Management to offer training on content management software	Offer monthly Macromedia Contribute software workshops coordinated through the TAC	Ongoing

**4. To create and sustain a dedicated, supportive, knowledgeable, customer-centered, Client Services technical support staff.**

<i>Objective I: Develop a comprehensive professional development plan for Client Services staff.</i>	<i>Audience/Benefit: Professional development of Client Services staff will provide them with the tools to provide exceptional technical support.</i>	<i>Alignment with U/NCW Goals: Goal II: Objectives 1, 2, 3, 4 Goal VI: Objectives 1, 2, 3</i>
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<b>Strategy</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
Explore additional certification opportunities	Certification options	Ongoing
Develop specialized training plans	Training plans (Bandung)	March 2006
Invest in training for support staff <ul style="list-style-type: none"> <li>▪ Remedy/Help desk certifications</li> <li>▪ Software applications</li> <li>▪ CBT</li> <li>▪ Dell certifications</li> </ul>	Training and help desk certifications completed  Evaluations Certifications completed	July 2006  Ongoing Annually

**ITSD, Department of Client Services: Responsibility Grid**  
**P = Primary, S = Secondary, B = Backup**

March 2006

Training – Faculty (Instructor led workshops)	Chet Harvey	Dana Ward	Patricia Gonzalez-McQuiston	Tami Mansur	Matt Gayford Jarratt Piner Brian Grissom	Phoebe Tsch	Sam Chance, Parker Moran, Jim Moravansky, Scott Piner, Michael Swart, Jeff Jolly, George Kent, Alan Smith, Frank Lopes	Michel Fougères	William Wetherill	Tara Thompson	Melinda Johansson
Training- Staff (Instructor led workshops)		B	P								
Training – Students (Instructor led workshops)				P							
Training – Faculty (1-on-1, small group, special training needs)		B	P								
Training – Web Course Development, pre-WebCT readiness workshops, develop WebCT materials			P								B
Training – WebCT toolset, respondus toolset, online discussion tools			P								
Training – 1-on-1 or group assistance in web page design/development for technically enhanced course materials			P								B
Manage computer training program for faculty		B	P								
Manage computer training program for staff and students				P	B						
Coordinate technical training program with all areas of the university community.		P	P	P							
Assist faculty in developing online course materials			P								P
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								P
Web course design and pedagogy training and consultation											P
Supervise Graduate Assistant		B	P								
Advertise and promote E-Merging Technologies events		B	P								B
Maintain computers and general office functions in HO133		B	P								
Faculty Laptop Checkout Program			P	B							
Provide back up customer service support at the TAC and faculty center		B				P			P		P
Create step-by-step tutorials and place online		P	P	P	P						B
Create workshop handouts and place online		P	P	P	P						B

**ITSD, Department of Client Services: Responsibility Grid**  
**P = Primary, S = Secondary, B = Backup**

March 2006

Responsibility	Chet Harvey	Dana Ward	Patricia Gonzalez-McQuiston	Tami Mansur	Mat Gayford Jarrett Piner Brian Grissom	Phoebe Tsch	Sam Chance, Parker Moran, Jim Moravansky, Scott Piner, Michael Swart, Jeff Jolly, George Kent, Alan Smith, Frank Lopes	Michel Fongeres	William Wetherill	Tara Thompson	Melinda Johansson
Provide assistance with training sop's, manuals and how-to documents										P	
Develop and evaluate materials for training and workshops.		P		P		P				P	P
Assist with creating and editing departmental published documents											P
Training Room Management (TSC133A, HO) Maintain schedule of events and computer systems. Ensure that computers are in working order and software loaded.		P			P						
Manage Skillssoft courses for the campus community including classroom instruction, blended learning, training, staff development, student use.		P									
Dell employee purchase program	B	P									
Administer satisfaction surveys for participants in training workshops			P	P	P					P	P
Administer client satisfaction surveys				P	B					P	
WebCT Administration Collegis liaison for online courses			P								B
WebCT technical support for faculty		B	P								
Technical Assistance Faculty Research		B	P								
PDA Support – training needs				P			P				
PDA Support – technical support	B				P		P				
PDA Support- Blackberry							P - Scott Piner B - Jim M.				
Mac support		B					P - Jeff Jolly B - all others				
GIS Lab support							P - Scott Piner B - Jeff Jolly				
Provide consulting support to assist faculty with research and/or instructional computing needs including process design, equipment and software, or specialized microcomputer equipment.	P		P				P		P		
Provide technical assistance by maintaining equipment, databases and resource files that aid faculty in research, project development or instruction.	B		P				P		P		
Provide technical consulting to faculty engaged in grants or other initiatives.	P	P	P				P				
Assist faculty to organize and publicize faculty and student initiatives in areas of computational computer based research.	B		P				P - Jeff Jolly				

**ITSD, Department of Client Services: Responsibility Grid**  
**P = Primary, S = Secondary, B = Backup**

March 2006

<b>Responsibility</b>	Chet Harry	Dana Ward	Patricia Gonzalez-McQuiston	Tami Mansur	Matt Gayford Jarrett Piner Brian Grissom	Phoebe Tsch	Sam Chance, Parker Moran, Jim Moravansky, Scott Piner, Michael Swart, Jeff Jolly, George Kent, Alan Smith, Frank Lopes P-Jeff Jolly	Michel Fougeres	William Wetherill	Tara Thompson	Melinda Johansson
Assist faculty to organize and publicize faculty and student initiatives in areas of computational computer based research.	B		P								
Research, test and make recommendations on new products and technologies.	P	P	P	P	P	P	P	P	P		P
Manage micro-computer support staff and computer lab coordinator.	P										
Provide technical oversight and advanced support of systems and services as required	P										
Manage Campus Software Agreement, Norton Software agreement	B			P							
Manage other software licenses	B			P							
Manage software distribution	B			P	B						
Manage ResNet program, ensure proper security procedures enforced.	P					B					
Manage Life Cycle Funding and Surplus Equipment program	P										
Develop procedures concerning the delivery of network/systems support, user services, security, hardware/software support.	P			P			B	P			
Research to determine the specification or recommendation of future operating systems, software, and hardware baseline standards. Testing new hardware and software.	P	P	P	P	P	P		P	P		
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	P	P	P	P	P		P		P	
Develop processes for problem analysis and resolution.	P			P	P			P			
Prepare and analyze SLIM reports on computer lab usage.	B					P					
Reconcile department inventory and manage equipment security procedures.	P										
Manage warranty reimbursement program (Dell)	P					B		B - Sam Chance			
Laptop Initiative (Project management, orientation, training, imaging, doc, correspondence, etc.)	P	P								P	

**ITSD, Department of Client Services: Responsibility Grid**  
**P = Primary, S = Secondary, B = Backup**

March 2006

<b>Responsibility</b>	<b>Chel Harvey</b>	<b>Dana Ward</b>	<b>Patricia Gonzalez McQuiston</b>	<b>Tami Mansur</b>	<b>Matt Gayford Jarrett Piner Brian Grissom</b>	<b>Phoebe Tsch</b>	<b>Sam Chance, Parker Moran, Jim Moravansky, Scott Piner, Michael Swart, Jeff Jolly, George Kent, Alan Smith, Frank Lopes</b>	<b>Michel Fougères</b>	<b>William Wetherill</b>	<b>Tara Thompson</b>	<b>Melinda Johansson</b>
Manage operation of On-site service center and equipment storage and repair center in Telecom Building. Ensure security procedures are enforced in both locations.	P					B	B – Sam Chance				
Provide consulting support of microcomputer software and hardware" problems for buildings or designated support areas. <sup>3</sup>	P					P	P				
Maintain accurate records and documentation for all work completed using Remedy call tracking software	P	P	P	P	P	P	P	P	P	P	P
Maintain certification for warranty reimbursement work.	P					P	P				
Install, upgrade, and maintain operating systems and software for computers and equipment in defined service area.	B					P	P				
Install and maintain network connections for all microcomputers to the campus backbone.	B					P	P				
Research and provide advice and recommendations for new software/hardware to clients. <sup>1</sup>	P	P	P	P	P	P	P	P	P	P	
Maintain microcomputer support records using Remedy call-tracking software.	P			P		P	P				
Hire, schedule, and supervise student assistants who staff the computer labs and ResNet program	B					P					
Hire and supervise Graduate Student Assistant						P					
Implement Student Assistant Training program for all students working in the labs and ResNet, TAC, and WSC	B			P	B	P				B	
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, scheduling of events, and ensure security procedures are enforced.	B					P					
Participate during orientation	P	P		P		P				P	
Participate with move-in	P	P		P	P	P	P			P	

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March 2006

<b>Responsibility</b>	<b>Chet Harvey</b>	<b>Dana Ward</b>	<b>Patricia Gonzalez McQuiston</b>	<b>Tami Mansur</b>	<b>Mat Gaylord Jarrret Finer Brian Grissom</b>	<b>Phoebe Tsch</b>	<b>Sam Chance, Parker Moran, Jim Moravansky, Scott Finer, Michael Swart, Jeff Jolly, George Kent, Alan Smith, Frank Lopes</b>	<b>Michel Fougeres</b>	<b>William Wehertll</b>	<b>Tara Thompson</b>	<b>Melinda Johansson</b>
Participate in campus wide events such as Visitation Day, job fairs, and awareness event		P		P						P	
Develop and deliver freshman training programs such as UNI classes, residence hall and computer student training.				P						P	
TAC - Hardware/software technical support				P							
Answer TAC support line				P							
Provide first level technical support for campus community				P							
TAC - Support services (i.e. Repair damaged disks, recover missing/corrupt files, create pdf files, email assistance, text/graphic scanning, file conversions, burn CD's, virus removal assistance)				B		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					
Manage Remedy Database- licenses, adding new users				P		B					
Monitor/test/edit solutions entered into the Remedy knowledgebase for accuracy.				P		P					
Assist with Remedy software maintenance as required				P		B					
Manage TAC center operations				P		B					
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 & schedule TAC support staff				P		B					
Maintain TAC web pages				P		B					
Maintain consultant web pages		P									
Maintain computer lab web pages											
Maintain training web pages			B								
Provide final check editorial support for printed and online information			P			P					
Maintain Integrated Instructional Technology Services Grid			P							P	
Maintain Virus web page				B		P					

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March 2006

<b>Responsibility</b>	Chet Harvey	Dana Ward	Patricia Gonzalez McQuiston	Tami Mansur	Matt Gaylord Jarret Piner Brian Grissom	Phoebe Tsch	Sam Chance, Parker Moran, Jim Moravansky, Scott Piner, Michael Swart, Jeff Jolly, George Kent, Alan Smith, Frank Lopes	Michel Fougères	William Wehertll	Tara Thompson	Meinda Johansson
Create, maintain and/or update University Web pages								P			
Manage Student Web Development Teams								P			
Develop University Web applications (non-sensitive data only)								P			
Provide University Web development and ADA compliance								P			
Web site quality assurance testing								P		P	
Manage SMART/Innovation award projects and other special projects								B	P		
Manage individual SMART projects' development								B	P		
Research new software and hardware for SMART, video and interactive technologies								B	P		
Develop rich media applications and specialized applications for SMART and innovative projects									P		
Develop Web applications for SMART								P			
Develop specialized software applications for a variety of campus initiatives									P		



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March 2006

**Dual-Consultants**

Responsibility	Alan Smith	Vacant	Allen Randall	Sherry Hughes	Randy Turner	John Murray	Sharon Connelly	David Stallings	Sean Ahlum
CAS (Math & Computer Science) Technical Support			P						
Nursing Learning Resource Center				P					
CSB	P	B							
CIS Bid		P							
CMS					P				
Library						P			
University Police							P		
Housing and Res Life								P	
GIS Lab support			B						P

<sup>1</sup> Supported software list online at

<sup>2</sup> Supported hardware list online at

<sup>3</sup> Consultants designated assignments

- **Sam Chance**- Trask Coliseum & Nixon Annex, Hanover Hall, . S&BS, Student Rec Center, Baseball Press Box, Sports Medicine Complex
- **Jim Moravansky** -Dobo Hall, Academic Support Bldg, University Police (dual-consultant), Safety, Watson School of Education, Physical Plant
- **Scott Piner** - Kenan House, Deloach Hall, Wise House-Carriage House, Alderman
- **George Kent** - King Hall (dual-consultant), Warwick Center, University Union
- **Michael Swart** -Hoggard Hall, Westside Hall, Hoggard Annex, Friday Annex (Nursing – dual consultant)
- **Parker Moran** – James Hall, Morton Hall, Leuze Hall , Bear Hall (Philosophy & Religion)
- **Jeff Jolly** – Kenan Hall, New Center, EDC, Wrightsville Beach/CMS, Myrtle Grove/CMS(backup), Beaufort Burney Support, Beaufort, Macintosh Support
- **Alan Smith** - Cameron School of Business
- **Frank Lopes** – Telecommunications, Housing & Residence Life (dual-consultant), Printing Services, Purchasing Services, Waggoner Hall, Friday Hall, System and Procedures, Vending Field House, Kenan Auditorium, Extension Lab Camp Lejeune
- **Vacant** - CIS Building/CSB

<sup>4</sup> Adhering to University Baseline Standards.

## Department of Client Services Information Technology in the Teaching & Learning Environment

<ul style="list-style-type: none"> <li>• Expanded Access</li> <li>• Internationalization</li> <li>• Diversity</li> </ul>	<b>Enriching Teaching / Learning Environment</b>		<b>Managing Critical Work Support</b>		<b>Supporting New / Innovative Knowledge Work</b>		
On-Line Course	Faculty Production Center - Training and Support	SMART Project	Tech Assistance	PC Life Cycle Funding	Remedy	Development Teams	PDA Training & Support
Web Based Tutorials	Computer Based Training	WebCT	PDA Projects	Imaging Technology	Dell Onsite Warranty Center	E-Merging Technologies	Technology Assistance Center
PDAs	ResNet	Laptop Initiative	General IT Training	Equipment Surplus Program	Technology Assistance Center	Digital Animation Simulation	IT Innovation Awards
Laptop Checkouts		Laptop Checkout for Faculty		SCT Connections		Interact	

**Department of**

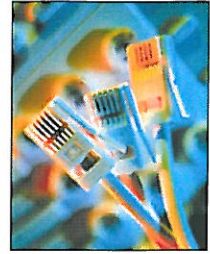
**Computing Services**



University of North Carolina Wilmington  
Information Technology Systems Division

**ITSD,  
Department of  
Computing  
Services**

Serving the UNCW  
Community



### ITSD—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.

- 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.

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

*Dr. Rosemary DePaolo  
Chancellor, UNCW*

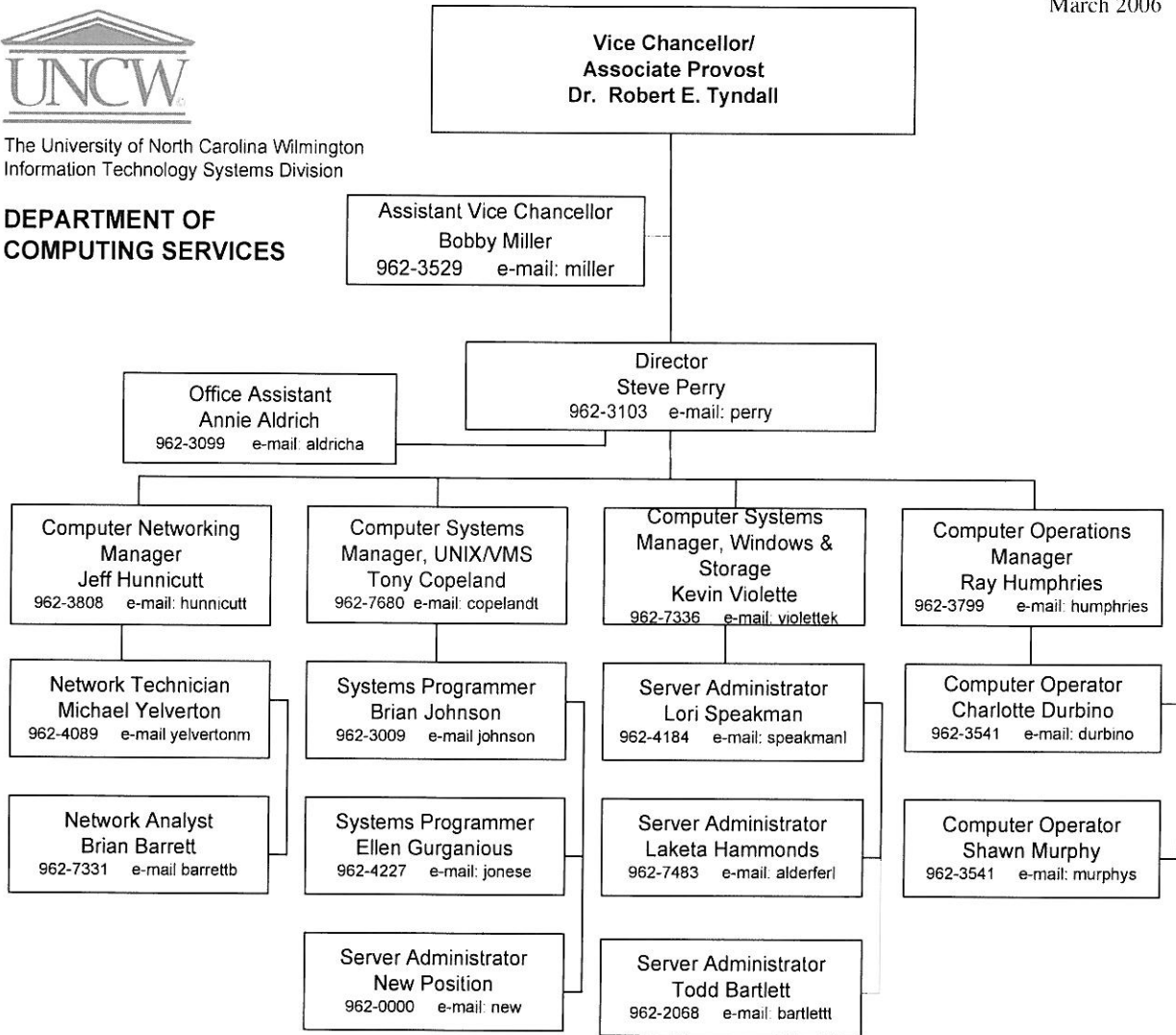
March 2006



The University of North Carolina Wilmington  
Information Technology Systems Division

**DEPARTMENT OF  
COMPUTING SERVICES**

March 2006



**ITSD, Department of Computing Services  
Goals & Objectives January 2006 – June 2007**

March 2006

1. To ensure a scalable, sustainable Central Computing Environment that meets the modern and future needs of all faculty, staff and students to utilize technology in their work and learning in accordance with the university mission.

<i><b>Objective 1: Continue to enhance the Collaborative Computing Environment.</b></i>	<i><b>Audience Benefit: Increase interaction between Faculty, Staff, and Students.</b></i>	<i><b>Alignment with U/NCW Goals: Goal I: Objective 2, 3, 4, 5 Goal VII: Objective 2</b></i>
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<b>Strategy</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
Evaluate the new mobility features of Exchange with particular emphasis on remote access via a PDA that utilizes cell technology and WiFi for connectivity.	Plan to continue rollout of PDA that utilizes cell and WiFi technology.	June 2006
Complete the building of the EMC CX SAN to accommodate all data storage currently housed on the FC SAN. The FC SAN currently houses Exchange data for campus email.	All production data moved from FC SAN to CX SAN.	March 2006
Develop procedure to create and delete accounts and mail boxes on Exchange utilizing an identity management approach where changes in the HR and Student master files automatically generate the proper updates.	Software implemented into production. Accounts created/deleted by automatic process.	December 2006
Implement Microsoft SharePoint services to enhance collaboration between Faculty, Staff, and Students.	SharePoint being used to share information.	March 2007

**ITSD, Department of Computing Services  
Goals & Objectives January 2006 – June 2007**

March 2006

<b>Objective 2: Review and improve the Disaster Recovery Plan for central computing with emphasis on tiered sites environments.</b>	<b>Audience Benefit: Enables a more comprehensive, quick-to-respond disaster recovery process for the enterprise Computing Environment in order for faculty, staff and students to resume normal activities in the event of an incident</b>	<b>Alignment with UNCW Goals: Goal I: Objective 2, 3 Goal VII: Objective 2</b>
<b>Strategy</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
Yearly review of the plan to ensure that it is comprehensive with regard to applications, priorities, and instructions.	Assess the review to identify and justify redundancy in the campus data network. Review the plan to ensure that sufficient hardware is either onsite in a remote location or is clearly inventoried such that orders can be place quickly.	Continuous
Evaluate in detail and prepare a report on the computing needs in the event of the lost of the central computing facility and in the event of a lost of the campus.	Budget needs identified and submitted.	May 2006
Phase I - Improving central computing disaster resistance. Submit budget requests to build redundant SAN system in CIS building to co-house critical data on campus.	Report and plan submitted VCTSD office.	March 2006
Relocate Banner Systems to CIS	Banner systems installed and tested in CIS	November 2006
Phase II - Improving central computing disaster resistance. Investigate MCNC for off site data store.	Report to VCTT submitted and reviewed.	December 2006

ITSD, Department of Computing Services  
Goals & Objectives January 2006 – June 2007

March 2006

<i>Objective 3: Ensure the systems (Solaris/Oracle) environment for Banner is ready for production.</i>	<i>Audience Benefit: Provides an environment for Banner that is reliable and tuned for performance.</i>	<i>Alignment with UNCW Goals:</i> Goal I: Objective 2, 3 Goal VII: Objective 2
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<b>Strategy</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
Review and fine tune plans for scaling the Banner hardware to accommodate the full Banner suite.	Plan reviewed and budget estimates submitted to the Vice Chancellor.	March 2006
Review and fine tune plans for redundant systems for testing and disaster recovery.	Plan reviewed and budget estimates submitted to the Vice Chancellor.	April 2006
Ensure support personnel for Banner environment and in particular the capital campaign is in place.	Position hired and trained to support needs of Banner environment and capital campaign.	June 2006

<i>Objective 4: Expand the software component of the mobile computing environment.</i>	<i>Audience Benefit: Enables students to run specialized, discipline specific software without having to go to a lab on campus.</i>	<i>Alignment with UNCW Goals:</i> Goal I: Objective 2, 3 Goal VII: Objective 2
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<b>Strategy</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
Work with faculty and lab managers to add applications to the Citrix environment.	Additional applications are added to Citrix and Faculty, Staff, and Students are using the systems.	Continuous.



ITSD, Department of Computing Services  
 Goals & Objectives January 2006 – June 2007

March 2006

2. Ensure a standards based, high performing local area and wide area data network that is flexible (to accommodate mobility) but yet secure.

Strategy	Evidence of Completion	Due Date/Status
<p><i>Objective 1: Continue to upgrade the wiring in remaining buildings that are not scheduled for renovation to university and GA Baseline Standards</i></p>	<p><i>Audience Benefit: Ensures that all faculty and staff have data cable to their desktop that meets the university standards.</i></p>	<p><i>Alignment with UNCW Goals:                      Goal I: Objective 2, 3                      Goal VII: Objective 2</i></p>
<p>Re-terminate all wiring in Alderman into equipment racks in anticipation of housing additional capacity for new and renovated buildings.</p>	<p>Wire terminated in racks.</p>	<p>September 2006</p>
<p>Identify all remaining buildings and submit special project forms to have the wiring replaced by Telecommunications.</p>	<p>Building with problem wiring identified and a plan to replace is reviewed with Telecommunications and VCITSD.</p>	<p>December 2006</p>
<p><i>Objective 2: Continue to enhance the campus data network for security and performance.</i></p>	<p><i>Audience Benefit: Ensures a secure, high performing network for all university constituents to access the campus intranet and the internet</i></p>	<p><i>Alignment with UNCW Goals:                      Goal I: Objective 2, 3                      Goal VII: Objective 2</i></p>

**ITSD, Department of Computing Services  
Goals & Objectives January 2006 – June 2007**

March 2006

<b>Strategy</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
Configure network to provide higher or lower priority to certain protocols (such as video, voice and P2P) to ensure that those services perform as necessary.	Services performing properly but not degrading overall network performance.	Continuous
Upgrade software and hardware to enhance performance and redundancy for the systems that support IP management functions such as DHCP and network registrations.	Upgrades installed. DHCP and network registration running on new systems	Continuous
Install and configure Cisco Firewall Service Module to expand capability to manage the growing demands for bandwidth and security.	Hardware installed and configured. Bandwidth and security improvements implemented into campus network	February 2006
Install and configure Intrusion Protection System on campus gateway to protect the camps for threats from the internet and prevent outgoing attacks.	Hardware installed and configured.	February 2006
Convert remaining buildings to VLAN's and the systems in those buildings to use DHCP (Dynamic Host Configuration Protocol).	All computer systems on campus using DHCP on VLANs.	March 2006
Configure PCI credit card network to contain servers that handle credit card information in compliance with UNC GA and PCI standards.	Network configured and servers moved to new network	April 2006
Review and identify any changes necessary to comply with UNC NetStudy – Security Subcommittee Baseline Recommendations	Plans to meet baseline completed and submitted to VCITSD	May 2006
Create with Student Housing a plan to replace network equipment in ResNet. Plan should be ongoing with equipment rotation and maintenance costs.	Phase I plan established.	June 2006

**ITSD, Department of Computing Services  
Goals & Objectives January 2006 – June 2007**

March 2006

<b>Strategy</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
Submit budget request to meet UNC NetStudy – Security Subcommittee Baseline.	Budget needs identified and submitted.	July 2006
Review network redundancy with regard to the fiber infrastructure. Addition continuous fiber pulls between TSC and Telecommunications.	New legs of fiber identified and resources requested.	March 2007

**3. Collaborate and partner with ITSD departments and other campus entities to address IT server and infrastructure issues that are outside the core enterprise server and network infrastructure.**

<i>Objective I: Work with Academic Affairs and faculty to address their high performance computing needs.</i>	<i>Audience Benefit: Sustains faculty research and teaching dependent on high performance computing.</i>	<i>Alignment with UNCW Goals: Goal I: Objective 2, 3 Goal II: Objective 4 Goal VII: Objective 2</i>
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<b>Strategy</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
Work with faculty to identify their needs for HPC.	Needs identified.	June 2006
Research available options for HPC. Create a three year frame work in collaboration with Dr. Martin and other potential HPC users.	Options identified and three year frame work compiled. Create critical needs inventory and co-advocate with Academic Affairs for expanded resources.	August 2006
Needs evaluated against options and addressed within the available budget.	Faculty needs are sustained within priority budgeting.	December 2006

ITSD, Department of Computing Services  
Goals & Objectives January 2006 – June 2007

March 2006

<i>Objective 2: Coordinate with ITSD Application Services and ITSD Client Services to clearly define the needs for expansion of the Faculty Research Environment.</i>	<i>Audience Benefit: Faculty wishing to make use of server based technology will have the resources.</i>	<i>Alignment with UNCW Goals:</i> Goal I: Objective 2, 3 Goal VII: Objective 2
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<b>Strategy</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
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Work with ITSD Application Services and the ITSD Client Services to review the protocols for the Faculty Research Environment.	Protocols updated if necessary.	September 2006
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Explore any alternatives to the current services offered by ITSD for faculty teaching and/or research projects requiring special needs.	Possibilities identified and reported to the ITSD executive council for review.	January 2007
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<i>Objective 3: Develop campus-wide protocol for all servers at UNCW.</i>	<i>Audience Benefit: More uniformed, secure, and supportable server environment for the campus as a whole.</i>	<i>Alignment with UNCW Goals:</i> Goal I: Objective 2, 3 Goal VII: Objective 2
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<b>Strategy</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
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Update inventory of servers and server usages on campus by departments outside of ITSD.	Servers and usage identified. Conduct annual assessment of servers and randomly checked for compliance.	Continuous
Review the Server Protocol document with each department supporting servers.	Each department is aware of the Server Protocol document and time lines established to be in compliance.	September 2006

**ITSD, Department of Computing Services: Responsibility Grid**  
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March 2006

Responsibility	Steve Perry	Todd Bartlett	Ellen Gurganious	Key Alderfer	Kevin Violette	Lori Speakman	Tony Copeland	New Position	Ray Humphries	Char Durbino	Shawn Murphy	Jeff Humnicutt	Brian Barrett	Brian Johnson
VMS System Administration <sup>1</sup>			P											
PMDF support (e-mail on VMS)														
Windows Server System Administration <sup>1</sup>	B	P		P	P	P								
Exchange Server software support		S		P	P	P								
Monitor postmaster mailbox (undeliverable messages) for potential e-mail problems.		S	P	S	P	S								
Solaris System Administration <sup>1</sup>			S				P	P						P
WINS (Windows name services) support		P		P	P	P								
Linux System Administration <sup>1</sup>	B		S				P	P					S	P
MSSQL Database Administrator			S	P	P	P		P	P					P
Oracle Database backups and software maintenance							P	P						P
Web server support (Windows – IIS)	B	P		P	P	P								
Web server support (VMS – Purveyor, OSU, Apache)			P											
Real Video Support	P	S		S	S	S								
Windows DNS (Domain Name Service) support		P		P	P	P								
Active Directory (directory services) administration	B	P		P	P	P		S						
SAN support			S		P	P								
Network Management <sup>2</sup>				P		P								
Firewall management (plan, configure and maintain policies) – main gateway and RESnet)							S					P	P	B
IP management, DCHP server support, Campus DNS							S					P	P	S
Liaison with HPC/Research computing	P				S		S							

**ITSD, Department of Computing Services: Responsibility Grid**  
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March 2006

<b>Responsibility</b>	Steve Perry	Todd Bartlett	Ellen Gurganious B	Key Alderfer	Kevin Violette	Lori Speakman	Tony Copeland	New Position	Ray Humphries	Char Durhmo	Shawn Murphy	Jeff Huntcutt	Brian Barrett	Brian Johnson
VMS cluster daily operations - monitor queues, mount tapes, backups (daily, monthly and yearly), tapes offsite, restart or report batch jobs that a bend, release or change job priorities														
Setup accounts and change user passwords on Windows, VMScluster, and u-business		S		P	P	P			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					
Manage backup tapes for Windows and Solaris									S	P	P			
Process and distribute printouts including special forms, maintain and track supply inventory									S	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						B	P	P			

**ITSD, Department of Computing Services: Responsibility Grid**  
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March 2006

Responsibility	Stewe Perry	Todd Bartlett	Ellen Gurganious	Key Alderfer	Kevin Violette	Lori Speakman	Tony Copeland	New Position	Ray Humphries	Char Durhino	Shawn Murphy	Jeff Humnicutt	Brian Barrett	Brian Johnson
Process SPOTs – print initial forms and break down by department, scan, break down reports and graphs by department and deans			B						B	P	P			
Coordinate SPOT processing, distribution, order forms and field questions									P					
Capacity planning	P	S	P	P	P	P	P	S	P	S	S	P	P	P
Troubleshoot problems	S	P	P	P	P	P	P	P	P	P	P	P	P	P
Research new products	P	P	S	P	P	P	P	P	S	S	S	P	S	P
Write procedures	P		P		P		P		P			P		
Serve on committees	P	S			P		P		P			P		
Serve on selection teams	S	S	S	S	S	S	S	S	S			S	S	S
Supervise permanent staff	P				P				P			P	S	
Supervise student workers	S			S	S	S	S	S	P	P	P	S	P	S
Test and refine disaster recovery procedures	P	P	P	P	P	P	P	P	P	S	S	P	P	P
Reconcile departmental inventory	S				S		S		P			S		
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).														
SAS support on VMS & Linux														
Assist with scanner programming														
SPOT support – write and execute analysis programs, field questions on reports														
Manage remote network connections – T1's and T3's and wireless												P	P	

**ITSD, Department of Computing Services: Responsibility Grid**  
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March 2006

<b>Responsibility</b>	Steve Perry	Todd Bartlett	Ellen Gurganious	Key Alderfer	Kevin Violette	Lori Speakman	Tony Copeland	New Position	Ray Humphries	Char Durhino	Shawn Murphy	Jeff Hunicutt	Brian Barrett	Brian Johnson
Special network setups for conferences, orientation, trade shows, etc.												P	S	
Maintain software for auto registration of IP addresses							S	S				S	P	S
Maintain the auto status system that monitors all network devices and pages staff when problems	B						S	S				S	P	P
Response to security incidences as appropriate.	S	S	S	S	S	S	S	S	S	S	S	S	S	S



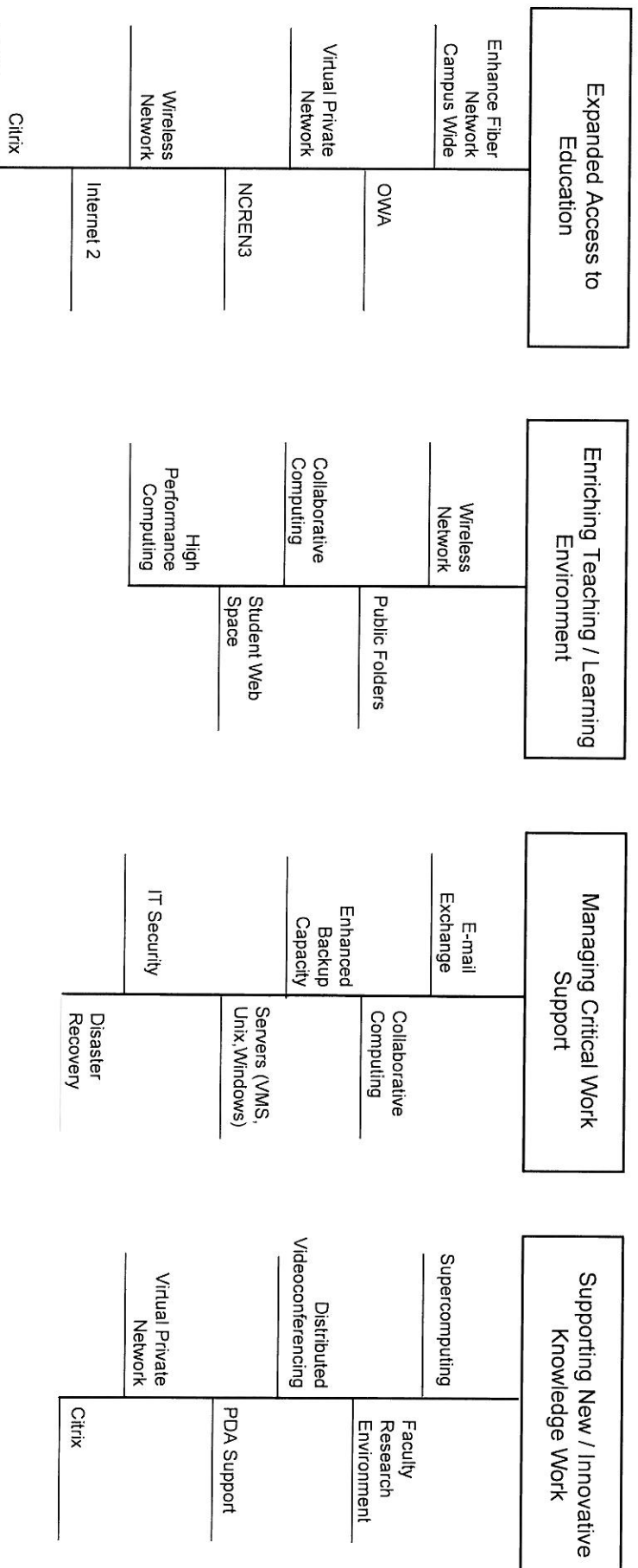
**ITSD, Department of Computing Services: Responsibility Grid**  
**P – Primary, S = Secondary, B = Backup**

March 2006

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 Computing Services Information Technology in the Teaching & Learning Environment



**Department of**  
**Telecommunications Services**



University of North Carolina Wilmington  
Information Technology Systems Division

**ITSD,**  
**Department of**  
**Telecommunications**  
Serving the UNCW  
Community



## ITSD—Department of Telecommunications 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.

### Network 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 Telecommunications/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.

### Construction and Renovation Planning and Deployment

- To coordinate construction renovation and infrastructure activity to ensure compliance with codes and baseline standards.
- To maintain campus wiring and infrastructure archives.
- Maintain and upgrade AutoCAD designs and programs.

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

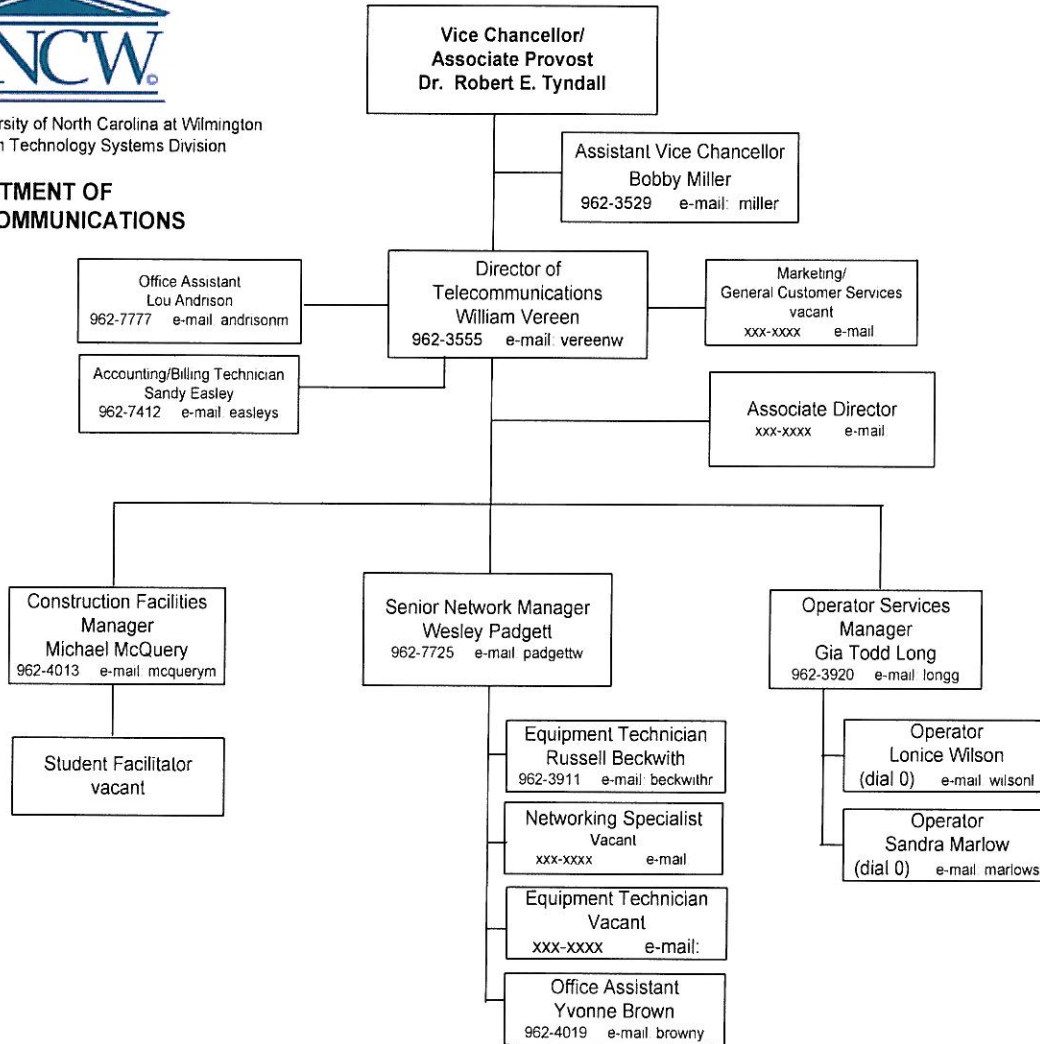
Dr. Rosemary DePaolo  
Chancellor, UNCW



The University of North Carolina at Wilmington  
Information Technology Systems Division

**DEPARTMENT OF  
TELECOMMUNICATIONS**

March 2006



**ITSD, Department of Telecommunications Services  
Goals & Objectives January 2006 – June 2007**

March 2006

**1. To Improve access to telephone directory information and implement Phase II of E-911**

<i>Objective 1: To provide the university Phase II of E911 emergency services with automatic number identification (ANI) and automatic location (ALL) for each PBX station.</i>	<i>Audience/Benefit: The E911 emergency services center is ensured an accurate and current database of information from UNCW.</i>	<i>Alignment with UNCW Goals: Goal VI: Objective 1, 4, 5</i>
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<b>Strategy</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
Complete GPS mapping of all University buildings and structures for Cellular E-911 capabilities	Successful 911 call to NHC911 from a cell phone on campus.	May 2006 / In Preparation
Pass all PBX station information to Intrado/BellSouth for E-911 capabilities for PBX stations.	Successful call from a PBX station to NHC911 and evidence of the updating procedure to keep records accurate.	July 2006 / In Progress

<i>Objective 2: To establish a speech recognition platform. (After hours call directing)</i>	<i>Audience/Benefit: Easier and faster access to after-hours information for faculty, staff and students.</i>	<i>Alignment with UNCW Goals: Diversity Task Force Goal I: Objective 2, 7</i>
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<b>Strategy</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
Conduct research, meet with vendors and schedule demos to consider options for speech recognition system.	Meetings with vendors scheduled, data collected	Ongoing
Present concept model to VC-ITSD and others as appropriate.	Model developed and presented.	April-06
Purchase and implement speech recognition software/system in collaboration with Application Services if deemed desirable.	Vendor P.O.	July-06
Train staff to manage speech system.	Training Complete	September-06

**ITSD, Department of Telecommunications Services  
Goals & Objectives January 2006 – June 2007**

March 2006

**2. To maximize potential of innovative technologies offered through Telecommunications.**

<b>Strategy</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
<p><i>Objective 1: Enhance telephone and voice mail services for the university population by expanding the scope of services.</i></p>	<p><i>Audience/Benefit: Customer benefits from greater reliability, improved service, and ease of use</i></p>	<p><i>Alignment with UNCW Goals: Goal I: Objective 2 Goal VII: Objective 2</i></p>
<p>Replace aging Voicemail system for an integrated system whereby voice messages could be checked by email.</p>	<p>New Voicemail system installed and services available to customers. Customer training and reference material identified and made accessible.</p>	<p>July-06</p>
<p>Survey students, faculty, and staff for their input on the types of Telecommunications equipment and features desired.</p>	<p>List developed.</p>	<p>September-06</p>
<p>Assign committee members to identify and evaluate applications with participation from residential students to increase visibility of our department.</p>	<p>Meeting schedule created with Resident Assistants and Resident Coordinators by System Administrator.</p>	<p>September-06</p>
<p>Complete cost/benefits analysis</p>	<p>Production of analysis.</p>	<p>January-07</p>
<p>Create resident student, faculty and staff training workshop to cover new and existing applications offered to them.</p>	<p>Student, faculty and staff training schedule is complete for Resident Coordinators and System Administrators.</p>	<p>February-07</p>
<p><i>Objective 2: Improve collection, storage and retrieval of university events information to enable operators to provide timely and accurate response.</i></p>	<p><i>Audience/Benefit: This allows for better communication, less run-around and improved service.</i></p>	<p><i>Alignment with UNCW Goals: Goal I: Objective 5</i></p>

**ITSD, Department of Telecommunications Services  
Goals & Objectives January 2006 – June 2007**

March 2006

<b>Strategy</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
<p>Create technology solution to keep operators updated on campus activities that may impact call volume.</p> <p>Identify reliable and routinely maintained resources available for reference of telephone operators. Work to improve future database access.</p>	<p>New sources of reliable departmental activities and schedules identified.</p> <p>Departments and their databases have been identified and assessed.</p>	<p>Ongoing</p> <p>Ongoing</p>
<p><i>Objective 3: To begin the migration of existing TDM voice technology to VoIP by layering voice on the core data network.</i></p>	<p><i>Audience/Benefit: Dramatically reduce support cost -- new voice features rapidly deployed to faculty/students/staff.</i></p>	<p><i>Alignment with UNCW Goals: Goal I: Objective 2 Goal VII: Objective 2</i></p>
<b>Strategy</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
<p>Examine the current network infrastructure and begin making recommendations and upgrades to offer VoIP services for faculty, staff, and students in the future</p>	<p>Plan for infrastructure and equipment improvements and upgrades and a defined work group for addressing needs.</p>	<p>In Progress</p>
<p>Determine the feasibility of implementing, maintaining, supporting and billing for offering VoIP services in addition to defining what services will be offered. Define standards of service and customer's requirements and responsibilities.</p>	<p>Overview of implementation plan.</p>	<p>In Preparation</p>
<p>Identify possible sites where VoIP implementation would be a viable alternative to existing services.</p>	<p>Sites identified and network planning and equipment purchased and installed.</p>	<p>In Progress</p>
<p>Develop an outline of training where appropriate to maintain customer support that would be needed should UNCW implement VoIP.</p>	<p>Technicians and support staff trained with responsibilities identified.</p>	<p>TBD</p>



**ITSD, Department of Telecommunications Services  
Goals & Objectives January 2006 – June 2007**

March 2006

**3. To improve support for the billing in compliance with university's needs for accurate and timely billing of products and services.**

<i>Objective I: To update internal departmental policies and procedures</i>	<i>Audience/Benefit: Telecom staff has policies and procedures to reflect current practices and processes</i>	<i>Alignment with UNCW Goals: Goal II: Objective 3</i>
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<b>Strategy</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
Review monthly reports from accounting area to monitor billing and reconciliation process.	Monthly reports reviewed by Director.	Ongoing
Daily review of Banner budget screens to monitor accounts	Reconcile all transactions charged to accounts	Ongoing
Store all reconciliation information on "Sammy"	Backup procedures are assigned and followed	Ongoing

**4. To provide up-to-date and standardized requirements and guidelines for the university as well as contractors and architects for the construction of new buildings and renovations.**

<i>Objective I: To update UNCW's "Standards for Cabling" manual.</i>	<i>Audience/Benefit: Contractors, vendors and Facilities have accurate information on UNCW Telecommunications standards.</i>	<i>Alignment with UNCW Goals: Goal I: Objective 3 Goal II: Objective 3 Goal VIII: Objective 2</i>
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<b>Strategy</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
Training of Telecom technicians on new standards.	Software selected and dates assigned.	Ongoing
Collaborate with Facilities on conveying standards to architects and designers.	Submitted to architects and designers through Facilities.	Ongoing
Collaborate with Computing Services department to share and utilize collected information.	Meetings scheduled and file-sharing accomplished.	Ongoing

**TTSD, Department of Telecommunications Services  
Goals & Objectives January 2006 – June 2007**

March 2006

**5. To continue to upgrade and enhance TTSD infrastructure.**

<p><i>Objective 1: To install a high count redundant fiber optic cable system from the Telecom building through the existing conduit system after the completion of the privatized dorms to Cameron Hall.</i></p>	<p><i>Audience/Benefit: Provide for future growth to include the School of Nursing and swing space for Friday hall.</i></p>	<p><i>Alignment with UNCW Goals:</i>                      Goal I: Objective 3, 5                      Goal II: Objective 3                      Goal IV: Objective 3                      Goal V: Objective 5                      Goal VII: Objective 2</p>
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Strategy	Evidence of Completion	Due Date/Status
<p>To present Facilities with AutoCAD drawing of existing pathway from Cameron Hall manhole #38 to NETB entrance manhole #49.</p>	<p>AutoCAD drawing added to University's 5-year plan.</p>	<p>Ongoing</p>
<p>Work with Facilities Management for funding.</p>	<p>Funding identified. Special project</p>	<p>Ongoing</p>
<p>Put project out on bid for contractor selection.</p>	<p>Contractors selected.</p>	<p>Ongoing</p>
<p>Provide new media pathways over fiber backbone (i.e. cameras).</p>	<p>Additional fibers added.</p>	<p>Ongoing</p>
<p>Complete project promptly and efficiently to avoid loss of bandwidth.</p>	<p>A bottle-neck situation avoided by addition of fibers in Hub location.</p>	<p>Ongoing</p>

<p><i>Objective 2: To install a high fiber optic cable to support and provide completion of the redundancy cable and connectivity from CIS to Cameron.</i></p>	<p><i>Audience/Benefit: To complete the fiber optic redundancy loop from the TSC to the Telecom building. Provide connectivity from CIS to Cameron School of Business.</i></p>	<p><i>Alignment with UNCW Goals:</i>                      Goal I: Objective 3, 5                      Goal II: Objective 3                      Goal V: Objective 5                      Goal VII: Objective 2</p>
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**ITSD, Department of Telecommunications Services  
Goals & Objectives January 2006 – June 2007**

March 2006

Strategy	Evidence of Completion	Due Date/Status
<p>To present facilities with AutoCAD drawings of new pathway and existing from Cameron manhole #38 to CIS manhole #35.</p> <p>Work with Facilities management for funding</p> <p>Put Project out for bid</p>	<p>AutoCAD drawing presented of total pathway</p> <p>Start special project request</p> <p>Select contractors to bid on project</p>	<p>Fall 2007</p> <p>Fall 2007</p> <p>Fall 2007</p>
<p><b>Objective 3: To work/collaborate with Time Warner to provide and meet the cut-over deadline for digital CATV signal</b></p>	<p><b>Audience/Benefit: Continued high quality service, provide the most current services available, and produce a new source of revenue.</b></p>	<p><b>Alignment with UNCW Goals:</b>                      Goal I: Objective 3, 5                      Goal II: Objective 3                      Goal V: Objective 1</p>
Strategy	Evidence of Completion	Due Date/Status
<p>Coordinate the upgrade with Facilities, Housing and Residence Life, and Time Warner for the installation of upgraded equipment</p> <p>Create special project with Facilities</p> <p>Time frame for upgrade</p>	<p>Upgraded AutoCAD drawings</p> <p>Special Project</p> <p>System implemented</p>	<p>December-07</p> <p>February-07</p> <p>February-07</p>
<p><b>Objective 4: To incorporate inter/intra installation of an IP camera system campus wide</b></p>	<p><b>Audience/Benefit: Provide for future security on the campus</b></p>	<p><b>Alignment with UNCW Goals:</b>                      Goal II: Objective 3                      Goal V: Objective 1,4                      Goal VI: Objective 1, 3, 4</p>

**ITSD, Department of Telecommunications Services  
Goals & Objectives January 2006 – June 2007**

March 2006

Strategy	Evidence of Completion	Due Date/Status
Procure funding	System implemented	March-07
Create special projects with Facilities	Special Project	March-07
Award contract	Contract awarded	March-07

**6. To begin data collection to prepare for future campus growth and desired services.**

<i>Objective I: To establish a data base profile and to partner with other areas for discussion of growth and planning for new services.</i>	<i>Audience/Benefit: Customer benefit from better planning.</i>	<i>Alignment with UNCW Goals: Goal I: Objective 1, 3, 8 Goal II: Objective 3 Goal III: Objective 1 Goal V: Objective 1, 2, 8 Goal VII: Objective 2, 6</i>
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Strategy	Evidence of Completion	Due Date/Status
Review enrollment data	Compile enrollment information in database	August-06
Review UNCW Master Plan	Master plan on file	August-06
Invite other UNCW departments to discuss future campus growth	Compile and record department input	November-06
Review/study building models	Receive models from facilities	December-06
Analyze staffing patterns-contact Institutional Research for input	Data received and recorded	January-07

**TTSD, Department of Telecommunications Services  
Goals & Objectives January 2006 – June 2007**

March 2006

**7. Orientation and Communication with new Vice Chancellor of Information Technology.**

<i>Objective 1: Develop orientation process for new Vice Chancellor to align his/her goals.</i>	<i>Audience/Benefit: Understanding of Telecommunications' operations and insight to future projects.</i>	<i>Alignment with UNCW Goals: Goal VII: Objective 2, 6</i>
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Strategy	Evidence of Completion	Due Date/Status
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Prepare executive briefing document based on materials developed at telecommunication mini-retreat on March 23, 2006.	Prepare executive briefing document materials	July-06
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Complete an outline detailing the unique challenges confronting UNCW Telecommunications.	Develop outline of challenges	July-06
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Complete briefing materials related to opportunities to be evaluated by Telecommunications.	Prepare briefing materials	July-06
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Complete relationships/behaviors compact developed by planning team. <ul style="list-style-type: none"> <li>• provide budget, organizational charts and responsibility grid</li> </ul>	Analyze, report and organize information supplied by the planning team.	July-06
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**8. To provide new contracts for long term reduction in pricing of vendor services.**

<i>Objective 1: To develop and implement new Bell South contract for reduction in long distance rates.</i>	<i>Audience/Benefit: The entire university community will receive reduced rates in services.</i>	<i>Alignment with UNCW Goals: Goal V: Objective 1 Goal VII: Objective 2</i>
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**TTSD, Department of Telecommunications Services  
Goals & Objectives January 2006 – June 2007**

March 2006

Strategy	Evidence of Completion	Due Date/Status
Work with Bell South on new contract	Contract signed	April-06
Implement Contract	New contract provided in new CD	May-06
Move Services from State IT to Bell South	Services moved	July-06

**9. Implement and continue to develop Pinnacle.**

<i>Objective 1: Implement and maintain Pinnacle for Work Orders and Billing.</i>	<i>Audience/Benefit: UNCW community will be able to view a concise and better statement of billed services using the Web.</i>	<i>Alignment with UNCW Goals: Goal VII: Objective 2</i>
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Strategy	Evidence of Completion	Due Date/Status
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Continue to develop and maintain inventory. Inventory developed Ongoing

Implement work order process for future requests for all services. Work order module in progress July-06

Using carrier files from vendors for monthly billing of charges. In progress July-06

**10. Explore internal and external collaboration opportunities for cost sharing.**

<i>Objective 1: Internal and External collaboration opportunities for cost sharing saving model.</i>	<i>Audience/Benefit: More access to new technology.</i>	<i>Alignment with UNCW Goals: Goal V: Objective 1</i>
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**ITSD, Department of Telecommunications Services  
Goals & Objectives January 2006 – June 2007**

March 2006

Strategy	Evidence of Completion	Due Date/Status
Meet with Cellular vendors to start discussion of new ITSD vendor store in University Union	Vendor's input recorded	June-06
Contact MCNC to discuss partnering opportunities and potential deployment of data to off campus customers.	Discuss date and time of meeting	August-06
Pilot site selected to provide data connectivity to off campus customers.	Site selected	September-06

**ITSD, Department of Telecommunications Services: Responsibility Grid**  
**P = Primary, S = Secondary, B = Backup**

March 2006

<b>Responsibility</b>	<b>Rusly Beckwith</b>	<b>M. Lou Anderson</b>	<b>Yvonne Brown</b>	<b>Sandy Easley</b>	<b>Vacant Position</b>	<b>Gia Todd-Long</b>	<b>Sandy Marlow</b>	<b>Mike McQuery</b>	<b>Wes Padgett</b>	<b>Bill Vereen</b>	<b>Lonice Wilson</b>	<b>New Position</b>	<b>New Position</b>
Research new products	P	P	P	P	P	P	P	P	P	P	P		P
Test and refine disaster recovery procedures		S							S	P			
Codes and regulations concerning wire-pulling								P		S			
Coordinate, plan and execute PDM projects, Capital & Non-Cap								P		S			
Research and execution of standards						P		P	P	P		P	
Campus wide drawings and specifications	B				S			P				B	
Manholes infrastructure and underground conduits	P				B			S				P	
Coordinate, plan and execute Campus wide access								P					
Campus wide infrastructure design								P	P	P			
Design and plan campus CATV								P		P			
Provide and upgrade Auto-Cad designs University wide								P					
Campus wide design of fiber optics								P	P	P			
Campus wide fiber optics maintenance								P	P				
Implement accounting system for UNCW Telecom manholes								P					
Implement accounting system for UNCW Telecom closets	P				P				P			P	
Manage remote network connections - T1s and T3s	P				P				P				P
Intuity hardware voice-mail maintenance			P						P				



**ITSD, Department of Telecommunications Services: Responsibility Grid**  
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March 2006

<b>Responsibility</b>	<b>Rusty Beckwith</b>	<b>M. Lou Andriison</b>	<b>Yvonne Brown</b>	<b>Sandy Easley</b>	<b>Vacant Position</b>	<b>Gia Todd-Long</b>	<b>Sandy Marlow</b>	<b>Mike McQuery</b>	<b>Wes Padgett</b>	<b>Bill Vereen</b>	<b>Lonice Wilson</b>	<b>New Position</b>	<b>New Position</b>
Statistics on voice-mail & S8710			P						P			P	
Cisco CM operation (data polling)													
Troubleshoot problems	P		P		P			P	P			P	
Engineering								P					
Infrastructure Planning Guide								P		S			
Avaya wiring & hardware guidelines	P		P		P			P				P	
Nordex wiring&hardware guidelines	P				P			P	P			P	
AMP wiring&hardware guidelines	P				P			P	P			P	
AutoCAD Drawings								P					
Special Projects								P					
Disaster Plan		S							S			S	
Camera Security		P						P					
Avaya s8710 & Cisco CM hardware maintenance & additions			P						P				
Remote monitoring of telephone equipment (after hrs)									P				
Emergency response to equipment outages	P		P		P				P	P		P	
Coordinate connection of local area networks between department computers	P				P				P			P	
Request new cellular & paging equipment for faculty & staff via state contract		B				P							
Perform feasibility tests on the latest wireless technology			P			P			S	B			
Help with study to locate Speech System for UNCW		P	P			P			P				
Update / modify Student Telephone Handbook						S	P				P		
Coordinate and update listings in BellSouth Telephone Directory						S	P				P		
File work orders		S	S	P									

**ITSD, Department of Telecommunications Services: Responsibility Grid**  
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March 2006

Responsibility	Rusty Beckwith	M. Lou Anderson	Yvonne Brown	Sandy Easley	Vacant Position	Gia Todd-Long	Sandy Marlow	Mike McQuery	Wes Padgett	Bill Vereen	Lonice Wilson	New Position	New Position
Program phones	S		P		S				S			S	
Troubleshoot phone feature problems	P		P		P				P			P	
Program call routing options for various departments			P						P				
Maintain and update Switch directory			P						P				
Telephone distribution and resource allocation planning			P						P				
Switch administration			P						P	S			
Build and activate auto-attendants			P						P				
Activate voice mailboxes			P						S				
Maintain and update Audix directory			P						S				
Troubleshoot voice mail problems	P		P		P				P			P	
Prep students voice mailboxes for reissuance. (delete old messages, unlock, and reset passwords to default)			P						S				
Write and or rewrite call center vectors			P						S				
Troubleshoot call center problems			P						S				
Intuity software voice-mail administration			P						S				
Avaya S8710 & Cisco CM software administration			P						P				
Dialing Instructions			P						B				
Voice Mail Instructions			P						B				
Telephone Features			P						B				
Wireless Communication		P				P				B			
Products and Services	P	P	P	P	P	P	P	P	P	P	P	P	P
Student Telecom. Services		P	S										
Off Campus Dialing			B						P	B			

**ITSD, Department of Telecommunications Services: Responsibility Grid**  
**P = Primary, S = Secondary, B = Backup**

March 2006

Responsibility	Rusty Beckwith	M. Lou Andriason	Yvonne Brown	Sandy Easley	Vacant Position	Gia Todd-Long	Sandy Marlow	Mike McQuery	Wes Padgett	Bill Vereen	Lonice Wilson	New Position	New Position
Prepaid Calling Cards		P								B			
Personal Student Numbers			P						B				
Voice Mail Instructions			P						B				
Telephone/Cable Repair	P			P				P	B			P	
Harassing Calls			P										
Respond to phone calls and walk-ins						P	P				P		
Active Directory (directory services) administration							P				P		
Maintain and update PINNACLE directory							P		B		B		
Research PINNACLE for reports		P	B										
Monthly backup of the switch and Audix			P						B				
Backup operators		B	B				P						
Inputting data of daily S8710 & Cisco CM reports for Wes				P									
Receive & distribute phone/cable repair troubles						B	P				P		
Follow-up on phone/cable repair troubles						B	P				P		
Tabulate/compile phone/cable troubles every 6 mos.						P	S				S		
Process campus-wide verifications 3 times a year						P	S				S		
Check in packages/orders and distribute						S	P				P		
Assist staff with Wireless phones/problems						P			S				
Maintain logbook for alarm problems						P	P				P		
Check courtesy phones monthly	P				P							P	

**ITSD, Department of Telecommunications Services: Responsibility Grid**  
**P = Primary, S = Secondary, B = Backup**

March 2006

Responsibility	Rusty Beckwith	M. Lou Anderson	Yvonne Brown	Sandy Easley	Vacant Position	Gia Todd-Long	Sandy Marlow	Mike McQuery	Wes Padgett	Bill Vereen	Lonice Wilson	New Position	New Position
Schedule conference calls with AT&T operator for faculty & staff from console						P	P				P		
Process work orders for dispatching		S	P										
Itemize completed work orders for billing		P	P	P							P		
Building Security							B	P			B		
Work with wireless providers to setup revenue sharing programs										P			
Deposit commission checks from various vendors													
Prepare annual billing for faculty staff and students		P	S	P					S	S			
Analyze and project budget figures for department		P		P						P			
Process Temp. Salary payments				P									
Manage project budget accounting records				P									
Generates electronic input of requisitions				P									
Process monthly BellSouth telephone bill			S	P									
Process check requests & IDI's			B	P									
Process monthly AT&T telephone bill							P						
Reconcile Telecom accounts to FRS monthly				P									
Prepare separate subsidiary ledger for cash receipts-reconc. monthly				P									
Schedule monthly review of accounts with Director				P									

**ITSD, Department of Telecommunications Services: Responsibility Grid**  
**P = Primary, S = Secondary, B = Backup**

March 2006

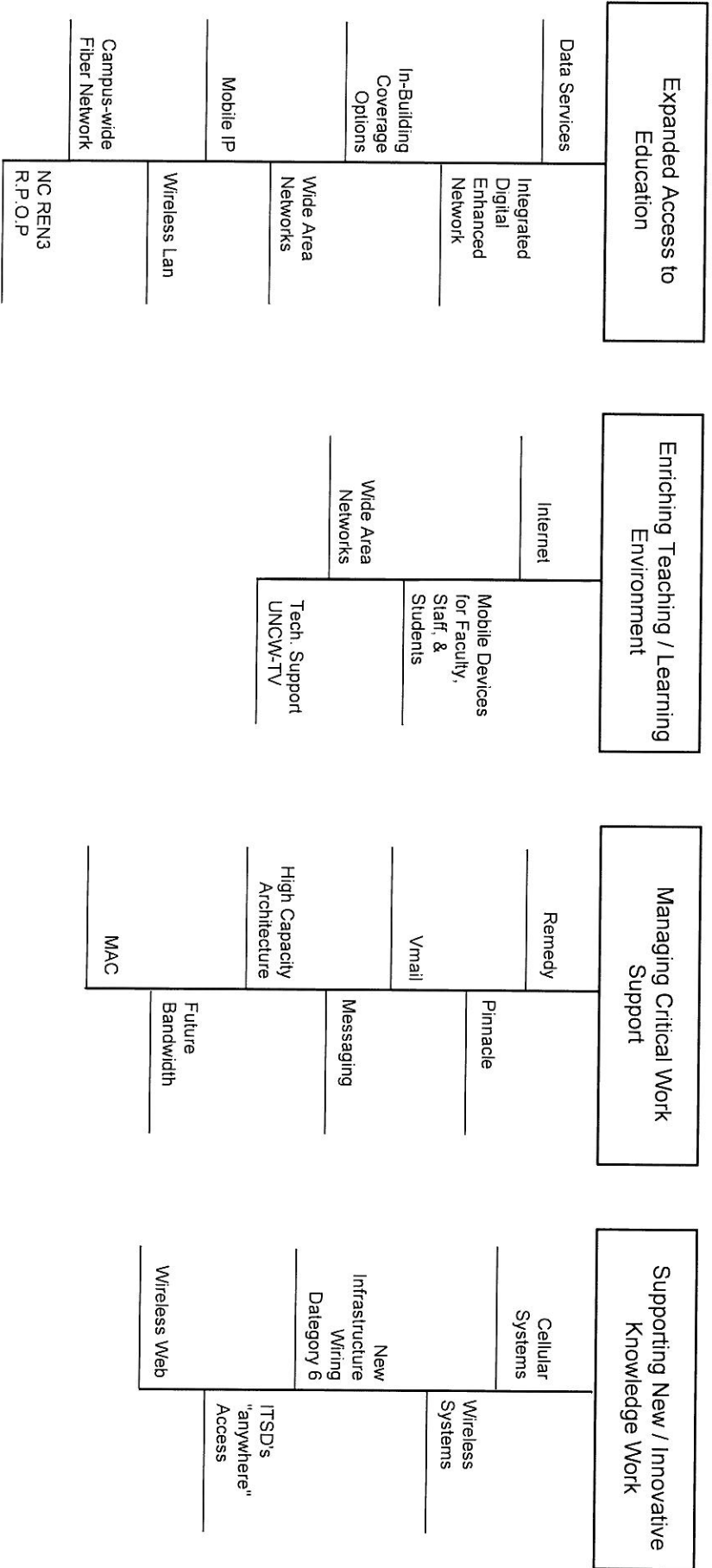
Responsibility	Rusty Beckwith	M. Lou Anderson	Yvonne Brown	Sandy Easley	Vacant Position	Gia Todd-Long	Sandy Marlow	Mike McQuery	Wes Padgett	Bill Vereen	Lonice Wilson	New Position	New Position
Reconcile accounts receivable, record changes		B		P									
Reconcile accounts payable, record changes		B		P									
Back up spreadsheets to zip disk for off location/disaster recovery		B		P									
Create Policy and Procedure Manual		P								S			
Prepare Quarterly update to Special Funds Budget Sheet- review with Director-adjust accounts as necessary to reflect current status of accounts		P		P									
Prepare journal entries		B		P									
Reviews Notifications Charges from other departments		B		P									
Evaluates Risks/Costs and Collaborative Action plans		B		P									
FOCUS reports from FRS		S		P									
Admin. Budget for expenses		S		P									
Record revenue and Telecom accounts		P		P									
Verification of correct revenue in object codes		S		P									
Credits back to Dept.		B		P									
Reconciliation of Cable TV taps				P				P					
Time Warner contract		B		P									
Administrative Services		P											
Continue to modify Disaster Relief Plan		P											S
Maintain department's web page		P											
Produce booklet/guide for new													

**ITSD, Department of Telecommunications Services: Responsibility Grid**  
**P = Primary, S = Secondary, B = Backup**

March 2006

<b>Responsibility</b>	Rusty Beckwith	M. Lou Anderson	Yvonne Brown	Sandy Easley	Vacant Position	Gia Todd-Long	Sandy Marlow	Mike McQuery	Wes Padgett	Bill Vereen	Lontice Wilson	New Position	New Position
employees informing them of various services we provide		P					S						
Coordinate training needs for admin. & technical staff		P											
Reconcile department inventory	P						P					P	
Reconcile work order equipment inventory	P		P									P	
Issue state calling cards maintain data base information		P								S			
Assist in maintaining purchase orders/file		S		P									
Help train new employees		P								S			
Works directly with Director on schedules, agendas, email		P											
Helps Director with tasks and duties assigned by VC and AVC		P											
Coordinates Departmental Calendar		P											
Back up for Accounting Specialist III position		P											
Maintains current Goals/ Objs/ Responsibility Grid/Org Charts		P								S			
Pinnacle Network Management		P	P										

## Department of Telecommunications Services Information Technology in the Teaching & Learning Environment



**Office of**  
**Web Management**





University of North Carolina Wilmington  
Information Technology Systems Division

**ITSD,  
Office of Web  
Management**

Serving the UNCW  
Community



### ITSD—Office of Web Management

The Office of Web Management is responsible for technical utility, ease of access and functional navigation of the UNCW Web presence. The Webmaster is charged with establishing general technical guidelines intended to ensure a common look-and-feel and consistent navigation systems within Web sites under the university umbrella. The office is authorized to review official university sites for general continuity and compliance with technical and design standards established by the university. In coordination with the Office of Marketing and Communications, the Webmaster shall assist organizational units with their efforts to create and maintain Web sites in compliance with these university standards. The Office of Web Management also helps with the planning, purchasing and maintenance associated with Web servers used to provide the campus wide presence on the Web. The Office assists with services associated with the delivery of the UNCW Web site, database connectivity, content management tools, streaming media and other content resources.

Working in close cooperation with other ITSD departments and campus units, the Webmaster addresses issues which concern the development, integration and maintenance of Web page formats, Web applications, and servers that support UNCW's Web sites. The Webmaster shall also seek advice and guidance in this effort from a campus-wide committee. The Committee on [Web Coordination](#) will serve as a planning resource on issues concerning site development, navigation and usage by UNCW faculty, staff and students and 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 Webmaster to ensure that specified quality, clarity and usage standards are achieved.

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

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*Dr. Rosemary DePaolo  
Chancellor, UNCW*

March 2006



August 18, 2005

University of North Carolina Wilmington

**INFORMATION TECHNOLOGY SYSTEMS DIVISION**

**Committee on Web Coordination**

The primary role of the Committee on Web Coordination is to guide the development of UNCW's Web presence ensuring adherence to technical standards for Web presence and a common navigation system. To accomplish its charge the committee will be comprised of a broadly representative group of individuals responsible for matters related to UNCW Web sites. The Webmaster shall use the committee as a sounding board and as the principle advisory group on issues related to UNCW's web presence.

The Webmaster will present any new, non-personal Web sites to the committee for its review. The committee will focus on issues concerning campus-wide Web-related technologies, applications and systems that affect Web pages accessible to both internal and external audiences. It is not within the purview of the committee to critique content per se, the committee will offer suggestions that might be useful in providing greater clarity for users or when content presentation is not consistent with established procedures.

The Webmaster shall provide the committee with information and examples which assist in executing its charge and shall provide information and recommendations to the Information Technology Systems Vice Chancellor.

Specifically, the committee will advise the Office of Web Management and the Vice Chancellor for Information Technology Systems as follows:

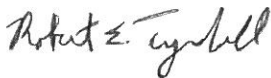
- Reviews and recommends and maintain 12.ITS 200.12 - Campus Web Resource Policy and UNCW Web Style Guide procedures and administrative provisions (see bottom of <http://www.uncw.edu/policies/07-200-respmngmtresources.htm>)
- Develop and maintain the technical aspects of the Minimum Requirements for Division, Department, Office and Organization Web Pages (see above link) including:
  - ADA accessibility
  - Compatibility across devices
  - Compliance with the Visual Identity Guide and related marketing initiatives produced by the Office of Marketing and Communications
  - Implementation of the a content management tool
  - Printability
- Report issues that may impact UNCW's overarching Web presence and/or may require further discussion at upper management levels

## Committee Members

Department/Division	Members	Serving Term
<b>Co-Chairs: 2005-2006</b>	Director of Marketing & Communications – Cindy Lawson and Mr. Michel Fougères	<b>P</b>
School of Nursing	Ms. Sherry Hughes	<b>1</b>
Cameron School of Business	Dr. Tom Janicki	<b>2</b>
Office of the Dean, CAS	Dr. Stephen McNamee	<b>1</b>
Student Affairs	Ms. Marquita Brown	<b>1</b>
Associate Dean of the Graduate School	Dr. Karen Sandell	<b>1</b>
Campus Legal Counsel	Mr. Rob Hoon	<b>P</b>
Athletics	Mr. Tom Riordan	<b>1</b>
Faculty Senate	Mr. Rick Olsen	<b>1</b>
Business Affairs	Ms. Virginia Pyrtle	<b>1*</b>
Library	Mr. Peter Fritzler	<b>1</b>
Mathematics and Statistics	Dr. Jeff Brown	
Creative Writing	Dr. Barbara Brannon	<b>2</b>
Specialty Studies	Mr. Dennis Kubasko	<b>1</b>
University Advancement	Ms. Claire Stanley	<b>2</b>
ITSD - Computing Services	Mr. Steve Perry	<b>P</b>
ITSD - Application Services	Mr. Alex Cougarman	<b>3</b>
Office of the VCIT	Ms. Kim Kelly	<b>2</b>
Watson School of Education	Ms. Krysti Wetherill	<b>2</b>
Public Service and Continuing Studies	Mr. Dan Dunnagan	<b>2</b>
Student Representative	Mr. Joseph B. Morris	<b>1</b>

\* Signifies person has served a three-year term and membership is now renewed on a per-year basis.

The recommendations of the committee shall be forwarded to the Vice Chancellor for Information Technology Systems and the Assistant to the Chancellor for University Relations who shall coordinate responses as appropriate or forward the recommendation to the appropriate administrator for action.



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



Dr. Rosemary DePaolo  
Chancellor, UNCW

**ITSD, Office of Web Management  
Goals & Objectives January 2006 – June 2007**

March 2006

**1. Coordinate ITSD resources to best address campus-wide Web needs.**

<b>Strategy</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
<p><i>Objective 1: Ensure proper and efficient flow of information between departments in order to best address campus Web needs.</i></p> <p>Maintain awareness of new ITSD or campus-wide Web strategies and over-arching changes in Web policies or technologies</p> <p>Assist with capacity planning associated with Web servers to fulfill campus Web needs</p> <p>Maintain a Webmaster e-mail account</p> <p>Conduct Web traffic reports and inventories</p>	<p><i>Audience: Faculty and staff Benefit: Development time and duplication are reduced, superior solutions are created.</i></p> <p>Present to the Cabinet as needed; Meet with divisional unit representatives; Conduct monthly Committee on Web Coordination meetings; Send monthly "e-update" newsletters to UNCW employees with access to Web pages</p> <p>Set up fast responding Web services with sufficient storage capacity</p> <p>Check e-mails regularly and respond appropriately and in a timely fashion</p> <p>Conduct monthly and yearly traffic reports, including additional custom reports for units or departments as requested, for the UNCWWEB, PEOPLE and APPSERV02 Web servers; Create spreadsheets that list all departmental Web sites and their respective content manager(s) and supervisors</p>	<p><i>Alignment with UNCW Goals: Goal 1: Objective 3, 5</i></p> <p>Ongoing Ongoing Ongoing Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>90% complete</p>
<p><i>Objective 2: Coordinate Web development projects and support services with the Department of Client Services.</i></p>	<p><i>Audience: Faculty, staff and students Benefit: Efficient and timely completion of projects.</i></p>	<p><i>Alignment with UNCW Goals: Goal 1: Objective 3, 5</i></p>

**ITSD, Office of Web Management  
Goals & Objectives January 2006 – June 2007**

March 2006

<b>Strategy</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
Manage and track each individual Web development project for campus clients	Complete a Needs Assessment, including estimated timeline, for each project and share it with the department chair/director and student workers; List current and completed projects online at <a href="http://www.uncw.edu/admin/projects.html">http://www.uncw.edu/admin/projects.html</a>	Ongoing
Solicit and record feedback from clients for each completed project	Collect feedback forms in hard copy format (printed PDFs) and share with the Director of Client Services	Ongoing
Keep Technology Assistance Center (x4357) up-to-date with Web technology, server and system updates	Communicate updates to TAC director and staff; Send monthly “e-update” newsletters to UNCW employees with access to Web pages	Ongoing
Help to coordinate ordering, tracking and delivery of content management software licenses to campus clients as part of the Web content management system	Help clients with IDI process; Maintain spreadsheet to track orders and delivery of licenses with Client Services staff	Ongoing
Work with the Department of Client Services to offer training on content management software	Offer monthly Macromedia Contribute software workshops through the Technology Assistance Center	Ongoing
Manage and evaluate Student Web Development Teams (SWDT) for use on campus Web projects	Develop training program for new Student Web Developers; Manage student work, timesheets and wages using a subset of the Client Services student budget	Complete
Ongoing		Ongoing
<b>Objective 3: Support the university’s diversity initiatives</b>	<b>Audience: Faculty, staff and students</b> <b>Benefit: Contributes to the institutional commitment to diversity, which must permeate mission, programming, service, educational essence, curriculum and study</b>	<b>Alignment with UNCW Goals:</b> <b>Goal III: Objective 1, 5, 6</b> <b>Goal IV: Objective 4</b>

**ITSD, Office of Web Management  
Goals & Objectives January 2006 – June 2007**

March 2006

<b>Strategy</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
Train UNCW Web users, content managers, and Student Web Development Teams on the need for diversification on Web pages	Disseminate reminders in the monthly "e-update" newsletter to Web users; Incorporate specific language into student Web developer training	Ongoing  Ongoing
Make clients aware of their responsibility to promote diversity when they choose and maintain content (photos, videos and text) for Web pages	Include specific language in Web project Needs Assessments stating their co-responsibility to promote diversity in Web page content	Complete
Promote diverse Student Web Development Teams	Hire diverse students for Student Web Development Teams	Ongoing

**2. Ensure the quality, utility, ease of access and navigation of the UNCW Web site, both internal and external.**

<i>Objective 1: Establish guidelines for UNCW Web pages that ensure ease of access, common navigation and a consistent "look and feel", ADA accessibility, printability, screen reader compliance, crossbrowser/platform/device compatibility.</i>	<i>Audience: Web site visitors, both internal and external. Benefit: Facilitates efficient access to information on Web pages and promotes consistency with the university's marketing initiatives.</i>	<i>Alignment with UNCW Goals: Goal I: Objective 5 Goal IV: Objective 4 Goal V: Objective 6 Goal VII: Objective 5</i>
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**ITSD, Office of Web Management  
Goals & Objectives January 2006 – June 2007**

March 2006

<b>Strategy</b>	<b>Evidence of Completion</b>	<b>Due Date/Status</b>
<p>Update the administrative Web site to include more support for:</p> <ul style="list-style-type: none"> <li>• Grad student access to Web pages</li> <li>• Monthly “e-updates”</li> <li>• Our content management system</li> <li>• RSS XML news feed development</li> <li>• Streaming media</li> <li>• Survey tool for non-sensitive data collection via the Web</li> <li>• Web policies and forms</li> </ul>	<p>Migrate the administrative Web site for content managers from <a href="http://www.uncw.edu/dmhin">http://www.uncw.edu/dmhin</a> to <a href="http://www.uncw.edu/local/ittd">http://www.uncw.edu/local/ittd</a> so that it conforms to the new ITSD Web site look-and-feel and contains updated information</p>	<p align="right">April 2006</p>
<p>Co-chair monthly meetings for the Committee on Web Coordination to establish campus-wide Web strategies and over-arching changes in Web policies or technologies and make appropriate recommendations to the VC-ITSD as needed</p>	<p>Schedule meetings for the third Monday of each month</p>	<p align="right">Ongoing</p>
<p>Maintain awareness of ITSD or campus-wide Web guidelines, strategies and over-arching changes in Web policies or technologies</p>	<p>Send monthly “e-update” newsletters to UNCW employees with access to Web pages</p>	<p align="right">Ongoing</p>
<p><b>Objective 2: Implement Web content management systems for external Web pages that ensure compliance with accessibility requirements and campus marketing efforts.</b></p>	<p><b>Audience:</b> Faculty, staff and students who maintain Web pages; Web site visitors, both internal and external. <b>Benefit:</b> Content is kept current; Web pages are guaranteed to be ADA accessible, compatible across devices, printable and consistent in their navigational structure and look-and-feel.</p>	<p><b>Alignment with UNCW Goals:</b> Goal I: Objective 5 Goal IV: Objective 4 Goal V: Objective 6 Goal VIII: Objective 5</p>

**ITSD, Office of Web Management  
Goals & Objectives January 2006 – June 2007**

March 2006

Strategy	Evidence of Completion	Due Date/Status
Apply a template-driven content management system for all Web sites using the UNCWWEB and STUDENT Web servers	<ul style="list-style-type: none"> <li>• Advancement</li> <li>• Academic Affairs</li> <li>• Business Affairs</li> <li>• Chancellor's Office</li> <li>• College of Arts &amp; Science</li> <li>• CSB</li> <li>• DPSCS</li> <li>• Grad School</li> <li>• ITSD</li> <li>• Randall Library</li> <li>• SON</li> <li>• Student Affairs</li> <li>• WSE</li> </ul>	<ul style="list-style-type: none"> <li>• Complete</li> <li>• 54% complete or underway</li> <li>• 35% complete or underway</li> <li>• 50% complete or underway</li> <li>• 92% of departments converted or underway</li> <li>• Complete</li> <li>• Complete</li> <li>• Complete</li> <li>• Complete</li> <li>• 41%</li> <li>• Complete</li> <li>• 94% converted or underway</li> <li>• 48% complete or underway</li> </ul>
Create and maintain custom database-driven content management applications, written in Active Server Pages, for campus clients using the APPSERV02 Web server (non-sensitive data only)	<ul style="list-style-type: none"> <li>• @UNCW faculty/staff newsletter</li> <li>• Athletics news and calendar</li> <li>• Campus Activities calendars (includes CAIC, SGA, ACE, Student Orgs and Game room calendars)</li> <li>• Department of Music calendar</li> <li>• International Professor Exchange</li> <li>• Police daily log</li> <li>• University Relations press releases</li> <li>• Human Resources job postings</li> </ul>	<ul style="list-style-type: none"> <li>• Complete/ongoing</li> <li>• Complete/ongoing</li> <li>• Complete/ongoing</li> <li>• Complete/ongoing</li> <li>• Complete/ongoing</li> <li>• Complete/ongoing</li> <li>• Complete/ongoing</li> <li>• Summer 2006</li> </ul>
Implement the new marketing look-and-feel over the template- and database-driven content management system and applications listed above	<p>Convert UNCW homepage, top-level pages and Admissions Web site; Convert all UNCW Web pages geared to external audiences using a "batting order" organized by the marketing unit and Chancellor's Office</p>	<ul style="list-style-type: none"> <li>• Complete</li> <li>• January 2007</li> </ul>



**ITSD, Office of Web Management  
Goals & Objectives January 2006 – June 2007**

March 2006

Strategy	Evidence of Completion	Due Date/Status
Develop a strategic program in coordination with University Relations and Randall Library to produce XML-based RSS news feeds for the university	<ul style="list-style-type: none"> <li>• Customize the News press release application to dynamically produce an XML-based RSS file</li> <li>• Create a Web page on the news Web site that lists “official” UNCW news feeds that is maintained by University Relations</li> <li>• Develop work flow for handling and implementing requests to develop new RSS feeds, including training documentation</li> <li>• Launch and advertise program on UNCW homepage</li> </ul>	<ul style="list-style-type: none"> <li>• Complete</li> <li>• Complete</li> <li>• Complete</li> </ul>
Assist Student Affairs with the implementation of an updated campus-wide scheduling/calendaring software application	<ul style="list-style-type: none"> <li>• Develop RFP</li> <li>• Interview vendors</li> <li>• Implement software with the help of the Departments of Application Services and Computing Services</li> <li>• Customize calendar component for Web visitors to fit with the UNCW look-and-feel</li> </ul>	<ul style="list-style-type: none"> <li>• February 2006</li> <li>• Spring 2006</li> <li>• Summer 2006</li> <li>• Summer 2006</li> </ul>
<b>Objective 3: Further develop SeaPort into a fully-functional, practical and popular campus portal.</b>	<b>Audience: Faculty, staff and students</b> <b>Benefits: Improves internal communication among students, staff and faculty, information distribution and access to a variety of role-dependent Web services including easy-to-use course tools for faculty.</b>	<b>Alignment with UNCW Goals:</b> Goal I: Objective 2 Goal VI: Objective 2

**ITSD, Office of Web Management  
Goals & Objectives January 2006 – June 2007**

March 2006

Strategy	Evidence of Completion	Due Date/Status
Meet with units to determine and collect proper channels (content) for student role	<ul style="list-style-type: none"> <li>• Student Affairs channel listing “wish list”</li> <li>• Business Affairs channel listing “wish list”</li> <li>• Meet with Provost Council for additional channel suggestions</li> </ul>	<ul style="list-style-type: none"> <li>• Spring 2006</li> <li>• Spring 2006</li> <li>• Spring 2006</li> </ul>
Meet with units to determine and collect proper channels (content) for faculty role	<ul style="list-style-type: none"> <li>• Student Affairs channel listing “wish list”</li> <li>• Business Affairs channel listing “wish list”</li> <li>• Meet with Provost Council for additional channel suggestions</li> </ul>	<ul style="list-style-type: none"> <li>• Summer 2006</li> <li>• Summer 2006</li> <li>• Summer 2006</li> </ul>
Meet with units to determine and collect proper channels (content) for staff role (after Banner HR implementation, Summer II 2006)	<ul style="list-style-type: none"> <li>• Student Affairs channel listing “wish list”</li> <li>• Business Affairs channel listing “wish list”</li> <li>• Meet with Provost Council for additional channel suggestions</li> </ul>	<ul style="list-style-type: none"> <li>• Fall 2006</li> <li>• Fall 2006</li> <li>• Fall 2006</li> </ul>
Discuss, prioritize and implement new channels for student, staff and faculty roles	<p>Meet monthly with designated ITSD group to analyze, prioritize and then schedule new channel implementation with the help of the Department of Application Services</p>	<ul style="list-style-type: none"> <li>• Ongoing</li> </ul>
Further customize database-driven content management applications (also listed above, Obj. 2) to automatically and appropriately publish channel content into SeaPort	<ul style="list-style-type: none"> <li>• @UNCW faculty/staff newsletter</li> <li>• Athletics news and calendar</li> <li>• Campus Activities calendars (includes CAIC, SGA, ACE, Student Orgs and Game room calendars)</li> <li>• Department of Music calendar</li> <li>• International Professor Exchange</li> <li>• Police daily log</li> <li>• University Relations press releases</li> <li>• Human Resources job postings</li> </ul>	<ul style="list-style-type: none"> <li>• Complete</li> <li>• Complete</li> <li>• Complete</li> <li>• Complete</li> <li>• 95%</li> <li>• Complete</li> <li>• Complete</li> <li>• Complete</li> <li>• TBD</li> </ul>

**ITSD, Office of Web Management  
Goals & Objectives January 2006 – June 2007**

March 2006

Strategy	Evidence of Completion	Due Date/Status
Train new and current faculty on the basic course tools available to them, such as file and photo sharing, message board, chat, task scheduling, e-mail distribution, class roster with photos	<ul style="list-style-type: none"> <li>• Demonstration course tools for faculty at academic department chair meetings and individual department meetings</li> <li>• Demonstrate course tools for faculty at a Faculty Senate meeting</li> <li>• Demonstrate SeaPort at new faculty orientations and the Department of Client Services' "Getting Started: Teaching with Technology" series</li> <li>• Insure that Randall Library is kept up to speed with the tools available to faculty in SeaPort</li> <li>• Insure that CTE is kept up to speed with the tools available to faculty in SeaPort</li> </ul>	<p align="center">Fall 2006</p> <p align="center">Fall 2006</p> <p align="center">August 2006/ongoing</p>
Collect and assess SeaPort feedback	<ul style="list-style-type: none"> <li>• Create feedback form</li> <li>• Collect and assess feedback</li> </ul>	<p align="center">Complete</p> <p align="center">Ongoing</p>
Help to coordinate automatic SeaPort access for all employees with the Department of Application Services	<ul style="list-style-type: none"> <li>• Create automatic access for non-teaching faculty and staff persons using their network/e-mail login and password</li> </ul>	<p align="center">End of Summer II, 2006</p>

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