



UNIVERSITY OF NORTH CAROLINA AT WILMINGTON

Information Technology Systems Division

Senior Administrator s Briefing August 12, 2004

The Forces
Driving the
Rethinking
of IT
Services
at UNCW





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The Forces Driving the Rethinking of IT Services at UNCW

- Accessibility
- Flexibility
- Service intersection and integration
- Competitiveness
- Next generation expectations





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Accessibility:

Anticipating the needs of the campus and building out the access systems necessary for the future





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Flexibility:
moving beyond
the traditional
class models
to provide for
non-traditional
learning needs





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Service Intersection and Integration:

building out of the services, defining the needs “ahead of the curve” but tied to the expressed goals of the institution



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Competitiveness:
allows UNCW to
target markets,
enhance flexibility
and integrate
traditional and
virtual services





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Next Generation Expectations

Among teenagers 15 to 18 we know:

94% report using the Internet for school research

74% use the Internet more than the library

81% say the Internet has improved their relationship with faculty

68% use e-mail and instant messaging

91% see the Internet as a primary communication tool

Mark Linskey, MIT



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Next Generation Expectations

Among teenagers 15 to 18 we know:

- 56% prefer the Internet to a telephone
- 78% say they learn more/better via Internet (not necessarily associated with school work)
- 44% of college students are older than 26
- By age 21 the entering Freshmen for 2004 will have spent:
 - 10,000 hours video games
 - 20,000 hours email
 - 30,000 hours watching TV/viewing tapes and cd's
 - 15,000 hours on cell phones

Mark Linskey, MIT



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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 community and its dependence on life-long learning.



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Organizing Principles of the UNCW, IT Strategic Plan

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.



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Organizing Principles of the UNCW, IT Strategic Plan

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.”





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Organizing Principles of the UNCW, IT Strategic Plan

Principle 4. Universal Access: All students and employees should have convenient access to a 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 stations, or other remote locations.



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Organizing Principles of the UNCW, IT Strategic Plan

Principle 5. Standardization: An institution should contain overall IT support costs and improve the quality of its IT support services by centrally supporting selected 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.



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Organizing Principles of the UNCW, IT Strategic Plan

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.



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Organizing Principles of the UNCW, IT Strategic Plan

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.





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Organizing Principles of the UNCW, IT Strategic Plan

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.



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The Forces Driving the Rethinking of IT Services at UNCW

Information Technology Systems' Committees

Committee on Application Services

Committee on AV/Media Services

Committee on Baseline Standards for Computers

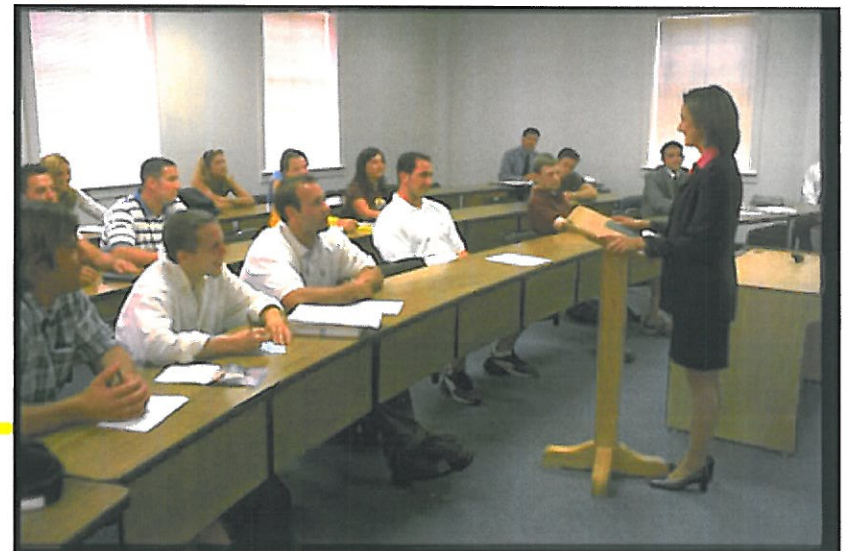
Committee on Information Technology Innovations

Committee on Student Support and Technology

Committee on Web Coordination

Teaching and Learning with
Technology Roundtable

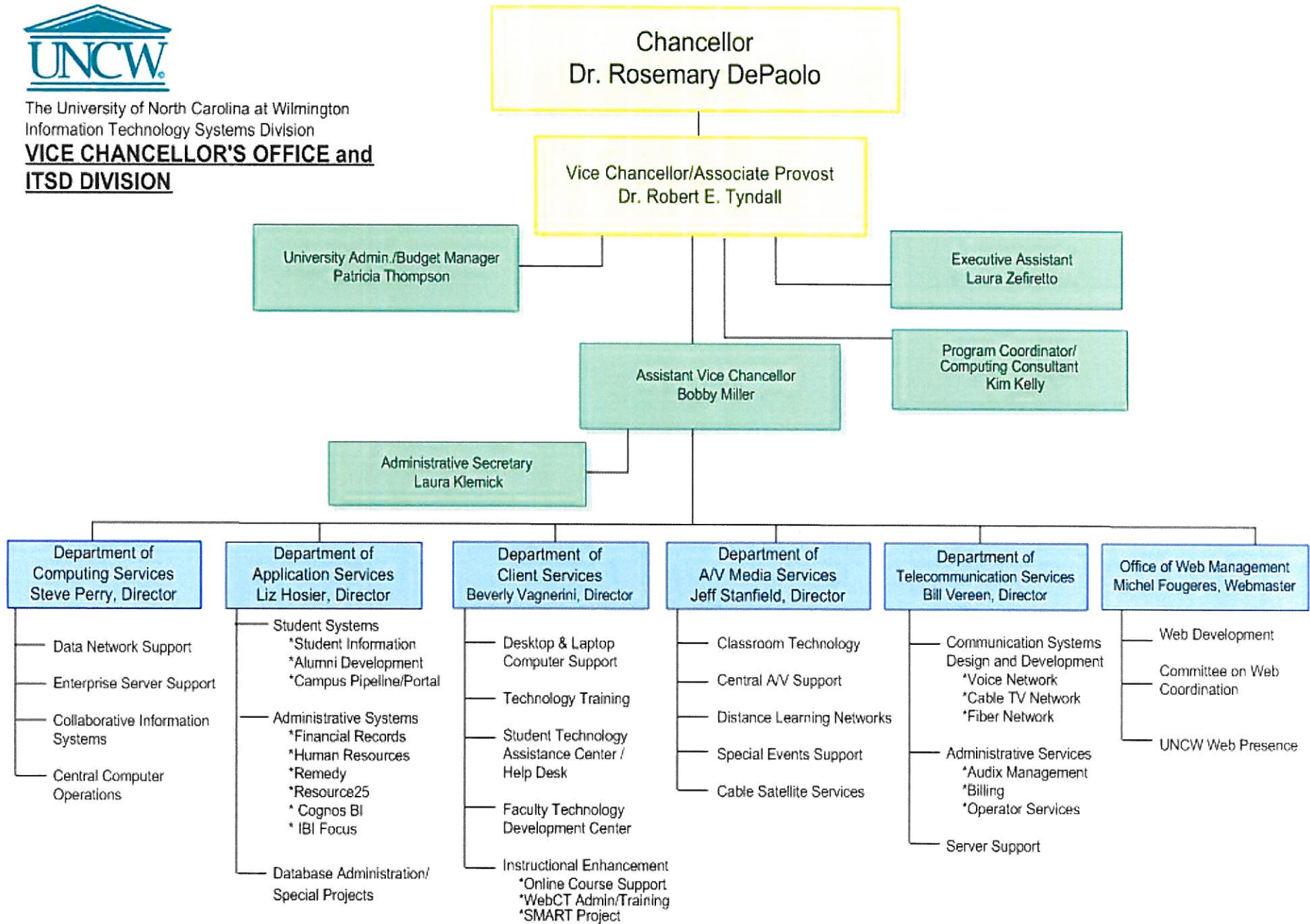
Information Technology Coordinating Council





The University of North Carolina at Wilmington
Information Technology Systems Division

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

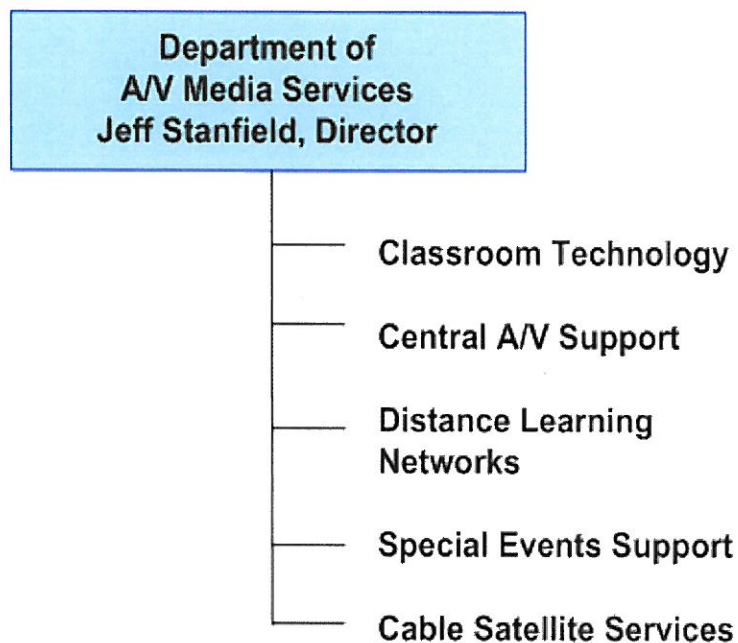




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Information Technology Systems Division

Department of AV Media





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Summary of Major Initiatives in AV Media and Telecommunications

Classroom Technology Assistance Plan

1990's (14):

Bear Hall 165

Deloach Hall 212

Deloach Hall 114

Hoggard Hall 226

Cameron Hall 105

Cameron Hall 133

Morton Hall 100

Dobo Hall 205

Dobo Hall 103

Dobo Hall 134

Dobo Hall 202

Kenan Hall 121

Westside Hall 160

Randall Lib. 2044





Summary of Major Initiatives in AV Media and Telecommunications

Classroom Technology Assistance Plan

Phase I, Fall 2001 (22)

Cameron Hall 210
Cameron Hall 212
Cameron Hall 214
Deloach Hall 101
Deloach Hall 205
Friday Hall 151
Friday Hall 230
Hoggard Hall 117
Kenan Hall 106
King Hall 101
King Hall 203
Morton Hall 101

Morton Hall 206
Morton Hall 207
Morton Hall 208
S&BS Hall 106
S&BS Hall 108
S&BS Hall 210
S&BS Hall 212
S&BS Hall 220
Trask Hall 117
Trask Hall 119

Lakeside Hall (11)
103, 104, 108, 110, 111,
134, 138, 141, 143, 248,
253

Staff Ratio: 1 per 46 rooms

Standard ratio: 1 per 25 rooms



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Summary of Major Initiatives in AV Media and Telecommunications

Classroom Technology Assistance Plan Phase II, Fall 2002-Spring 2003 (17)

Hoggard Hall 111

Friday Hall 252

Bear Hall 100

Dobo Hall 132

Deloach Hall 120

King Hall 104

Friday Hall 150

Cameron Hall 104

Morton Hall 212

King Hall 206

Trask Hall 142

S&BS Hall 216

Kenan Hall 201

King Hall 204

Dobo Hall 226

Cameron Hall 101

Deloach Hall 105





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Summary of Major Initiatives in AV Media and Telecommunications

Classroom Technology Assistance Plan Phase III, Summer 2003-Fall 2003 (10)

Lakeside Hall

Bear Hall 164

Friday Hall 308

Lakeside Hall 131

Kenan Hall 111

Lakeside Hall 107

Lakeside Hall 132

Lakeside Hall 127

Lakeside Hall 139

Dear Hall 161





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Summary of Major Initiatives in AV Media and Telecommunications

Classroom Technology Assistance Plan Education Building, Spring/Summer 2004 (18)

Ed. Hall 108

Ed. Hall 306

Ed. Hall 111

Ed. Hall 331

Ed. Hall 162

Ed. Hall 335

Ed. Hall 214

Ed. Hall 351

Ed. Hall 246

Ed. Hall 368

Ed. Hall 226

Ed. Hall 387

Ed. Hall 229

Ed. Hall 223

Ed. Hall 232

Ed. Hall 266

Ed. Hall 235

Ed. Hall 337

NEW TOTAL= 92 multi-media rooms



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Summary of Major Initiatives in AV Media and Telecommunications

Classroom Technology Assistance Plan Question?

Do we maintain the current plan or include all primary instructional areas in the plan?



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Summary of Major Initiatives in AV Media and Telecommunications

Central Equipment Inventory

A/V equipment for check-out consists of laptops, audio amplification systems, overhead and large screen projectors, mobile large screens, television monitors, video production cameras, VCR's, microphone, light trees, etc.

Special Events

AV Media provides the equipment and support for special events such as Commencement and public events held on campus.

UNCW Satellite Farm

Satellite downlink programming can be made available through reservation of equipment through AV Media.



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Summary of Major Initiatives in AV Media and Telecommunications

Distance Learning Classrooms- Videoconferencing

AV Media manages the technical operations of the interactive videoconference facilities in the distance learning classrooms. They also provide technical and consulting assistance to users with preparation of multimedia, instructional technology, distance learning, and other interactive video programs and applications.



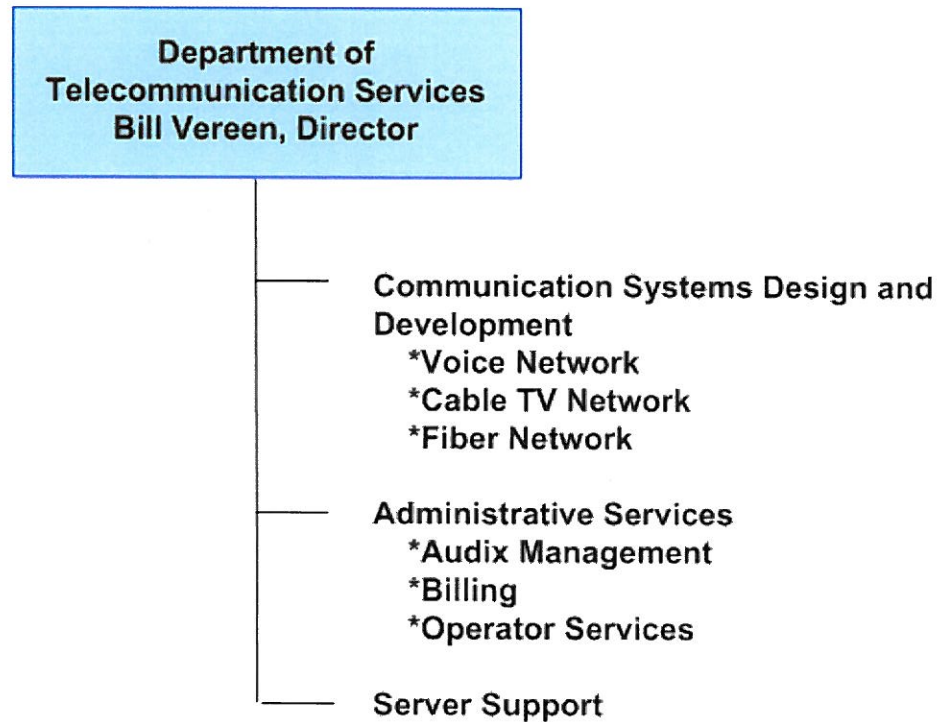
Central (2) and Distributed (8) Conference Facilities



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Department of Telecommunications





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Summary of Major Initiatives in AV Media and Telecommunications

Telecommunications Manages UNCW's Communication's Connectivity

This Includes:

- Cable services
 - Data pulls for network connectivity
 - Phone services
 - Wireless as an integrated system
 - Manage all wiring closets (180?)
 - Manage underground copper
 - Coordinate fiber with computing network services
 - 911 services
-



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Summary of Major Initiatives in AV Media and Telecommunications

Challenges in Telecommunications:

- Moving voice over data lines
 - Upgrading our security network
 - Creating a 911 system that pinpoints the location of caller
 - LAN based 4-911
 - Extension location
 - Courtesy and security phones
 - Security cameras through the network
-