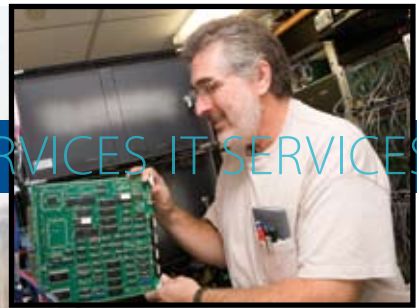


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MIAMI  
UNIVERSITY

IT Services 2008 Annual Report

## INTRODUCTION

2008 was a year of big changes, some very visible and some behind the scenes. Most public was the resignation of Reid Christenberry, the first Vice President for Information Technology. Mr. Christenberry had overseen the creation of IT Services as a new division within the University and his four-and-a-half year tenure saw many changes in infrastructure and in delivery of services.

In December, Deputy Chief Information Officer Debra Allison assumed the role of Interim Vice President, with responsibility for the operations of IT Services, as well as broader University-wide technology issues. It has not been a year devoted to maintaining status quo, despite the interim leadership, as the division continues to address the technology initiatives identified in the IT Strategic Plan and to respond to President Hodge's new strategic goals.

IT Services continues to evolve organizationally. Several areas saw reorganizations to improve efficiency, including Computing and Communication Services and the Information Security Office. This summer a flexible workweek program was piloted and the division is investigating telecommuting as an option to increase employee morale, reduce energy consumption and address coming space issues when Gaskill Hall is demolished.

In January of 2008 Ms. Allison issued a challenge to the IT Services division. She called on the staff to find ways to deliver value to the University by improving efficiencies, cutting costs and improving services. Some changes were simple and reaped immediate results; for example cutting back the dial-up modem pool saved \$93,000 with no impact to services. Other changes will take significant time and resources, like the Voice over IP Project, in planning during 2008, which is projected to save the University \$250,000 – 350,000 per year over the next five years.

This annual report provides some highlights of the many activities and projects undertaken to deliver value to the Miami community in fiscal year 2008.

# LETTER FROM THE INTERIM VICE PRESIDENT FOR INFORMATION TECHNOLOGY



It is with great pleasure that I present the IT Services Annual Report for Fiscal Year 2008. Its contents highlight the breadth of services and activities undertaken in service to the faculty, staff and students at Miami University.

Technology has become increasingly integrated into nearly every portion of the university. Recognizing that growing role, one of my first actions as interim vice president was to challenge the staff to consider how we can increase the ways we deliver value to Miami. This challenge took the form of a friendly competition, with staff submitting their ideas for how we can cut costs, work more efficiently or improve services. The IT Services Leadership Team took this challenge seriously as we reviewed the FY09 budget, cutting \$650,000 in anticipation of budget reductions.

As I write, the Leadership Team is engaged in preparing the FY 2010 budget with the needs of faculty, staff and students at the heart of our discussions. The current fiscal situation is challenging. Demand and expectations for technology and support continue to grow. With the transformative leadership of President Hodge and the clear direction set by the new Miami University Strategic Goals, IT Services is well positioned to make strategic decisions that will support the engaged university into our third century. All suggestions and ideas are welcomed in this discussion, and I hope that you will e-mail me at [debra.allison@muohio.edu](mailto:debra.allison@muohio.edu) with yours.

Debra Allison

## Service for FACULTY

- Academic Technology Services (ATS) continues to support the University's Top 25 initiative. ATS instructional designers and/or media specialists supported thirteen courses in 2007.
- ATS also supported the development of 14 new or adapted courses for the Saturday Select program, providing hybrid course offerings at the regional campuses.
- The Nursing program continues to expand its fully online course offerings. ATS, working with the Center of Online Learning (CoOL), supported the development of 5 courses.
- Custom learning objects created by Advanced Learning Technologies staff include an automated performance evaluation system for COM 135 and a Virtual Audience that allows students to practice public speaking . While developed at the request of individual faculty members, these tools are made available to any instructor who wishes to use them.
- ATS conducted 133 Small Group Instructional Diagnosis sessions, up 40% over the prior year. Done at a faculty member's request, this tool gathers constructive student feedback to assist faculty seeking to improve their classroom teaching.
- Classroom Technology Services participated in major classroom renovation or construction projects in Benton and Irvin Halls, and implemented an upgrade of the RoomView remote classroom management software to provide better preventative maintenance and remote diagnostic tools for classroom technology equipment.
- The Research Computing Support Group (RCS) supported the annual CACR Symposium. The theme of this year's symposium was Dynamic Systems and it featured a number of nationally and internationally known researchers in engineering, mathematics, statistics, computer science, psychology and biology.

*Service for* **FACULTY** CONTINUED

- IT Communications and ATS collaborated on creation of a web site for the Computers and Composition Digital Press (CCDP). English faculty from Miami, Ohio State University and the University of Illinois founded this digital press to publish scholarly projects related to the use, impact and study of digital media.
- Research projects using the Redhawk Cluster this year included Dr. Amit Shukla's (Mechanical and Manufacturing Engineering) automatic self-adaptive computing simulation environment for aircraft production research and Dr. Michael Kennedy's (Chemistry and Biochemistry) software to assist with the identification of hydrogen bond sites in protein structure data. The Redhawk Cluster processed 157,351 jobs for a total of 361,007 hours of wall time.
- Interdisciplinary collaboration on bioinformatics research at Miami was promoted through a workshop on Algorithms and Data Analysis for Bioinformatics, supported by the RCS group.
- To guide the future development of high performance computing at Miami, a series of focus groups with interested faculty was held to identify their current and future needs.
- Miami on iTunes U had a highly successful pilot with members of the School of Education, Health and Society. Faculty input resulted in fine-tuning the student-friendly portal with several Miami-written programming additions that have received interest from other institutions that have adopted iTunes U.
- Blackboard class lists now include student ID photos, in response to faculty requests.

## Service for ALL

- As part of the Bicentennial web site, a Google Earth map of the Miami campus was created, displaying a visual history of the campus from 1809 through today.
  - Data is created by a variety of systems on campus, particularly the Banner system, but the University currently has no access to automated, systematic reporting based on that data. In a first step toward creating a business intelligence (BI) environment, a Sungard Operational Data Store was created to make Banner data useable and accessible to BI tools.
  - A new Job Enrichment Tracking System was created for HR, allowing consistent and easy tracking of job enrichment credits earned by classified employees.
  - Anyone on campus may now submit a suggestion for a myMiami announcement via a link from the announcement module. Suggestions are forwarded to a list of moderators who approve for posting.
  - Knowing that at the current rate of growth the Hoyt data center will be inadequate to meet the University's needs within the next 5 years, alternatives to address future needs were reviewed.
- Initial proposals were to build or lease new space to house an expanded data center. Research by the CCS staff confirmed that virtualization was a viable alternative. This resulted in a proposal to begin a large-scale server consolidation and virtualization program, allowing the data center to remain in its current space, saving the University an estimated \$20 million over a 10-year lease. This project, which will begin in FY08, will result in significant savings by moving to virtual servers, where prudent, and by limiting the growth in the need for physical servers (and the accompanying growth in space, air conditioning and power consumption).
- To maintain network services in the event of a power failure, the UPS electrical backup system for the Hoyt data center was upgraded.
  - A Public Key Infrastructure project was begun to provide certificates for Miami servers. This project will reap savings, as it will eliminate the need to acquire third party certificates and will provide faculty and staff the option of obtaining needed keys to encrypt and guarantee the authenticity of their e-mail.

## Service for **ALL** CONTINUED

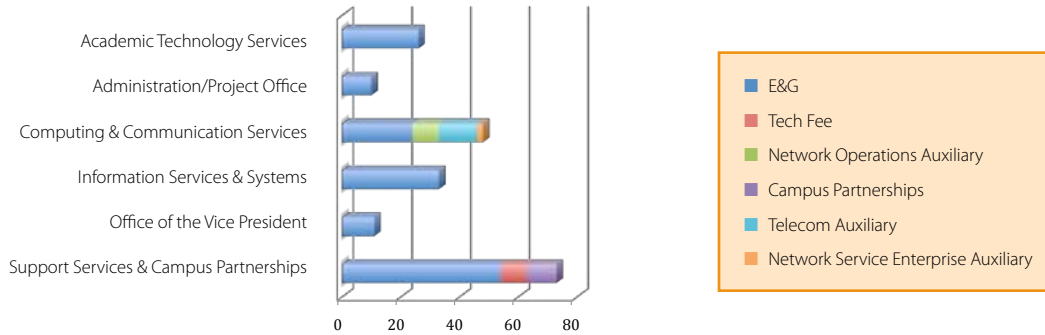
- To further University disaster recovery readiness, a web server was installed at Miami's "warm site" located on the Ohio State University campus.
- In preparation for the Voice over IP project, significant infrastructure improvements were initiated in Oxford, Hamilton and Middletown. The VoIP project is designed to replace all university telephones with a state of the art digital telephone system that will save the university an estimated \$1 million over the next five years.
- Security Awareness classes for technical managers were taken by over 100 managers and technical staff.
- IT Communications videography service created an award-winning video for the Information Security Office for its annual Security Awareness Week. "The Fig Leaf Files" won the Award of Distinction from the Communicator Awards, chosen out of 8500 entries nationwide.
- Two new survey tools were selected and deployed. The Prezza and Snap tools provide options for online or paper surveys and may be used by any faculty or staff member. Deployment of the service included development of training and support. Nearly 400 faculty and staff have requested accounts on one or both of the survey tools.
- A new, more user-friendly Knowledge Base system was implemented. The new IT Help: Answers Online ([ithelp.muohio.edu](http://ithelp.muohio.edu)) provides an improved self-help service as well as the ability to submit and track requests for help.
- Following the release of new versions of Microsoft Office for both the Windows and Mac platforms, Learning Information Systems (LIS) created a series of instructor-led sessions including introductory and in-depth training.
- With a new contract, university letterhead and envelopes joined business cards in a comprehensive self-service online ordering system that was a joint effort of the Office of Purchasing and IT Communications.

## Service for STUDENTS

- At the direction of the IT Strategic Advisory Council, a new competitive proposal process for a portion of the Student Technology Fee was initiated. 58 proposals were received requesting \$1.67 million. A review team of students, faculty and staff rated the proposals and awarded a total of \$525,000 to 30 proposals.
- Recognizing that students value the ability to complete tasks online wherever possible, Information Systems and Services (ISS) staff works with a variety of university offices to offer student services online and streamline them.
  - Student Electronic Signatures: Developed for Student Financial Aid, reducing the volume of paper and speeding the processing of financial aid documents.
  - Online Admission for Graduate Students: Eliminates the manual processing of graduate applications.
  - Student Organization Registration: Provides one central repository for student organization information including advisors, leadership contacts and student government funding.
  - Emergency Contact requirement: Students are now required to update their emergency contact information at least once a year.
  - Tutor management system: Makes scheduling and managing tutors easy and reliable.
  - Automating foreign language placement exams.
- Working with Admissions, ISS added a new tab on myMiami for accepted students. From the time they are admitted to Miami, students now have access to services and information specifically chosen to smooth their acceptance and enrollment at Miami.
- Also new to myMiami this year is a Rideboard module. Students seeking rides or passengers can connect via this new online tool.
- In response to student requests, opt-out voicemail service in residence halls was discontinued in favor of an opt-in service.
- A group of 17 students and 11 faculty members were given 29 different smartphones including iPhones, BlackBerrys, and Windows Mobile Devices. The group used the phones over several months and reported on how the Miami experience could be enhanced using this technology.

# STAFFING: 2008

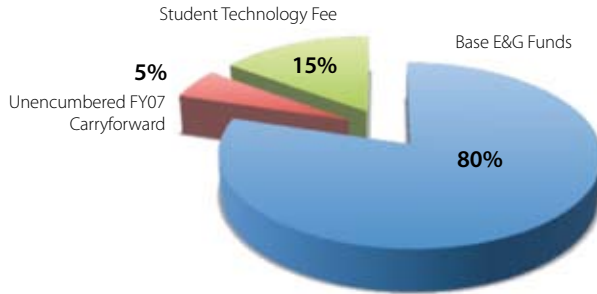
## Filled and Vacant Positions by Funding Source



	Academic Technology Services	Administration/Project Office	Computing & Communication Services	Information Services & Systems	Office of the Vice President	Support Services & Campus Partnerships	
E&G	26	10	24	33	11	54	
Tech Fee						9	
Network Operations Auxiliary			9				
Campus Partnerships						10	
Telecom Auxiliary			13				
Network Service Enterprise Auxiliary			2				
Total	<b>26</b>	<b>10</b>	<b>48</b>	<b>33</b>	<b>11</b>	<b>73</b>	<b>201</b>
	<b>13%</b>	<b>5%</b>	<b>24%</b>	<b>16%</b>	<b>5%</b>	<b>36%</b>	<b>100%</b>

## BUDGET: 2008

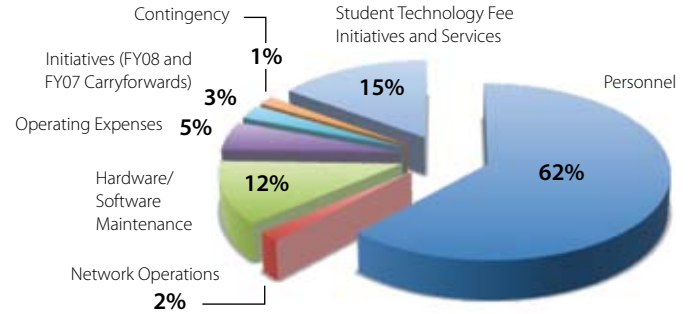
### Funding



Base E&G Funds.....	\$17,313,360
Unencumbered FY07 Carryforward .....	\$1,160,545
Student Technology Fee .....	\$3,253,045
	<b>\$21,726,950</b>

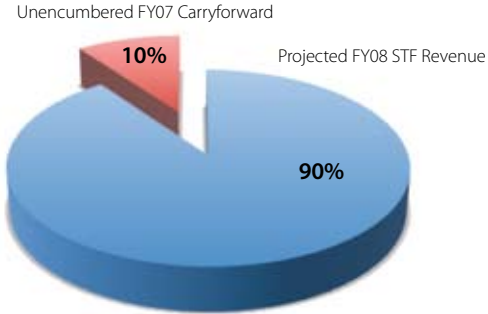
Auxiliary and Subsidized Operations.....	\$7,391,819
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### E&G Expenses



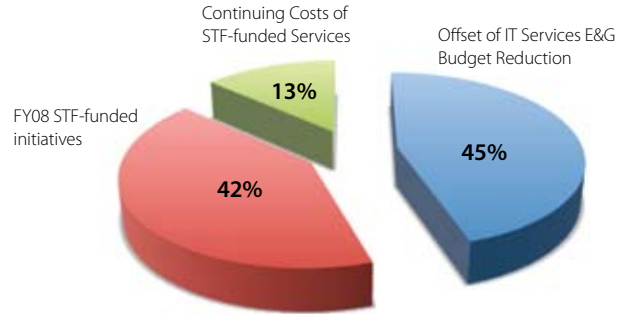
Personnel.....	\$13,460,540
Network Operations .....	\$406,260
Hardware/Software Maintenance .....	\$2,532,114
Operating Expenses.....	\$1,160,191
Initiatives (FY08 and FY07 Carryforwards) .....	\$566,351
Contingency .....	\$348,449
Student Technology Fee Initiatives and Services .....	\$3,253,045
	<b>\$21,726,950</b>

### Student Technology Fee Income



Projected FY08 STF Revenue.....	\$3,050,000
Unencumbered FY07 Carryforward .....	\$336,213
	<b>\$3,386,213</b>

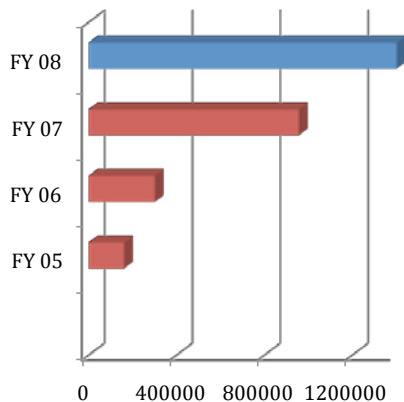
### Student Technology Fee Expense



Offset of IT Services E&G Budget Reduction....	\$1,525,000
FY08 STF-funded initiatives.....	\$1,406,175
Continuing Costs of STF-funded Services.....	\$455,038
	<b>\$3,386,213</b>

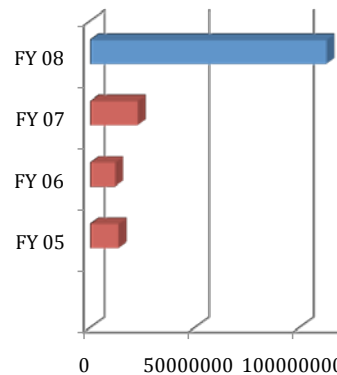
## OPERATIONS: 2008

Spam Messages Rejected per Day



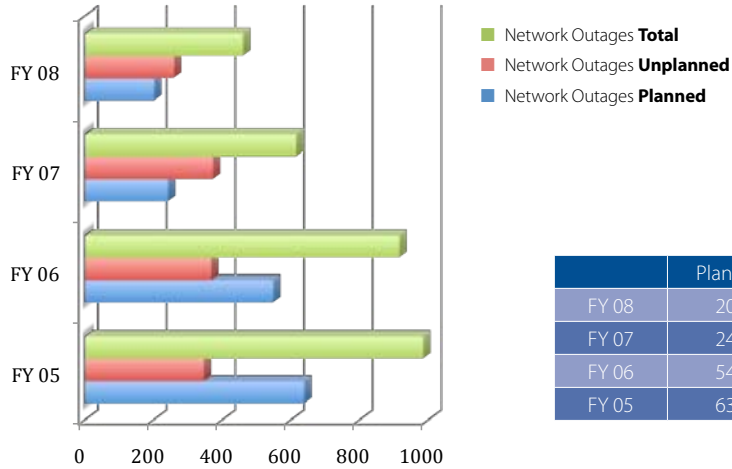
FY 08	1,400,000
FY 07	955,588
FY 06	300,000
FY 05	160,000

Total Number of Messages Stored on Servers



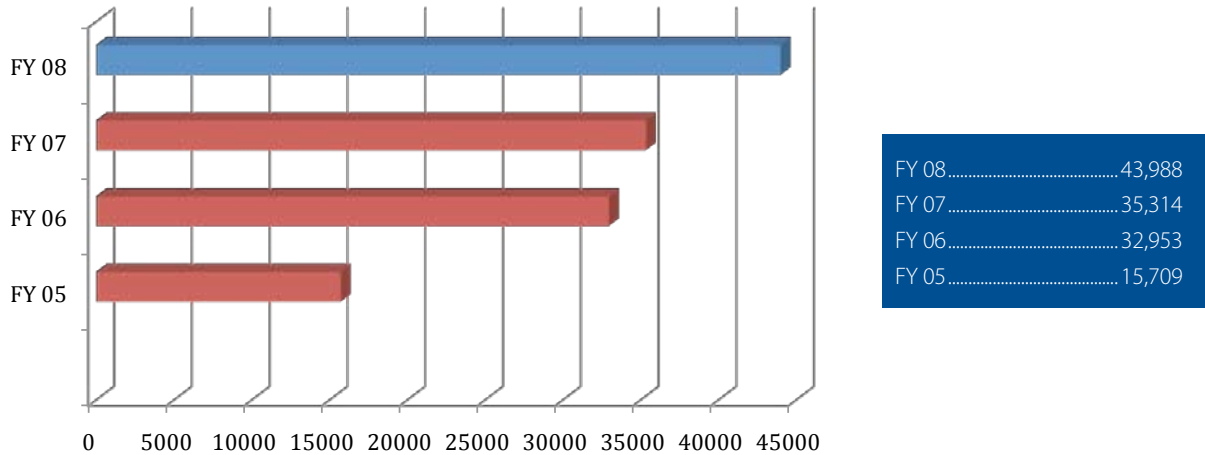
FY 08	112,790,941
FY 07	22,623,988
FY 06	11,792,280
FY 05	13,508,739

### Network Outages (Planned and Unplanned)

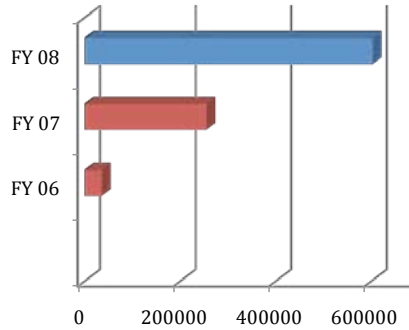


	Planned	Unplanned	Total
FY 08	202	259	461
FY 07	242	373	615
FY 06	548	368	916
FY 05	639	346	985

### Number of Requests for Support Received by the IT Services Support Desk

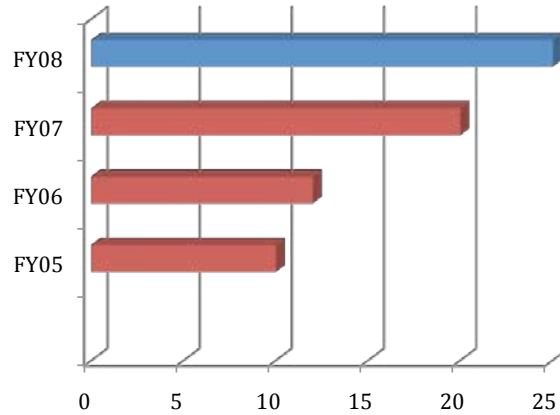


### High Performance Computer Cluster Utilization: Hours of HPC processing



FY 08.....	603,211
FY 07.....	254,824
FY 06.....	36,000

### Average Daily Volume of Email (gigabytes)



FY 08.....	25
FY 07.....	20
FY 06.....	12
FY 05.....	10

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