

Enterprise Planning Committee - Survey Summary

Introduction

The Enterprise Planning Committee was formed in the fall of 2002 with the primary goal of researching technologies that have impacts across the enterprise and recommending how those technologies could be supported at the campus level, where appropriate.

To launch this committee's efforts, a survey was conducted to present a big-picture view of distributed computing systems being supported at Illinois State. This survey should furthermore gauge what priorities exist within the distributed support environments and should help determine the agenda of the Enterprise Planning Committee.

The co-chairs of the Enterprise Planning committee conducted on-site interviews with technology support personnel between the first of March, 2003 and the middle of April, 2003. The results of the meetings are included in this report, in two parts.

In the first part, you will find the major themes that the co-chairs were able to ascertain from the collected data. In the second portion of the report, you will find the complete answers to each question, as logged by the co-chairs and verified by the participants of each meeting.

Overview

The two co-chairs conducted 18 on-site meetings between the first of March and the middle of April, 2003

32 of 34 total campus support units were represented in the 18 meetings (TNSS and FTSS did not have representation)

71 personnel attended the meetings, nearly all of whom are involved in day-to-day support

The percentages and statistics referenced in this document are based on 32 responding units

The following 18 meetings were held.

1. Applied Computer Science (Dave Rathke, Tal Parmenter, Sam Yost)
2. AIS Systems Support (Jane Vorhies, Doug Wood, Patrick Harriss, Dudley Roach, Brian Hamrin, Ari Turetzky, Bart Lytel, Ballard McCleskey, Tim Szerlong, Brock Boss, Dayton Kilgus, Jessica Glass, Ian Dickmann)
3. Biology and Chemistry (Mark Lynch, Brian Smith)
4. Campus Technology Support Group *{representing CISS, CTSS, IWSS, STSS}* (Arun Baliga, Jeff Weidner, Tom Heintzman, Jason Tucholke, Paul Dillow, Rowland Brown)
5. College of Applied Science and Technology (Chris Andre, Kate Plantholt)
6. College of Business (Pete Juvinall, Dave Schaafsma, Scott Christner)
7. College of Education *{representing COE, U-High and Metcalf}* (Ken Fansler, Wes Matejka, John Tarter, Bruce Franson, Cheri Toledo, Jim Kurz, Chris Kozik)
8. College of Nursing (Doug Mock, Jeff Grab)
9. Department of Technology (Jim Evens)
10. Facilities & ISUPD (Shane Brown, Garth Bock, Kip Davis, Bonnie Devore)

11. LILT (Sarah Walczynski, Jim Carter)
12. Milner Library (Krena Hoyt, Dick Christensen, Chuck Geigner, Craig Pollitt)
13. ORAT (Shari Zeck, Dave Kuntz, Eric Yeager, Jody Decremer)
14. Physics (Ross Bogue)
15. Presidents/Provost {*representing Registrar, Extended University, Financial Aid, University College*} (Pam Walden, Jess Ray, Dianna Marrs, Janice Leuchtenberg, Tom Heintzman, George Wiman)
16. SCS (Owen Williams, Brian Smith, Neil Lawson)
17. SHAC (Eric Schuller)
18. VP Student Affairs {*representing Student Health Services, Student Counseling Services, Bone Student Center, Recreation Services, University Housing & Dining, Student Affairs*} (Steve Coan, David Hughes, Ravi Meduri, Melissa Enderlin Pitcock, Ron Glenn, Mike Baum, Kevin McCrone, Eric Grab)

Major Themes

1. Describe your unit's server environment in terms of:

- a. Preferred hardware vendors, guiding principles when specing new servers, physical locations. Explain why you utilize the vendors and practices you do.

28 units (87.5%) use Dell servers

Units have servers located in a variety of physical spaces, ranging from personal offices to dedicated, environmentally controlled server rooms. Several units indicated interest in utilizing a common environmentally-controlled and secure space for their servers provided that they have key access and the location is physically convenient. Many units did not answer this question, but the data below shows where responding units store their servers.

12	Staff office with no environmentals
5	Staff office with environmentals
5	Dedicated server room
10	No Answer

- b. Server Operating Systems and in what instance one O/S is or might be chosen over another. Why?

Nearly every unit has servers except for a few units within CTSG

Number of units running server Operating Systems:

27	Windows 2000
18	Windows NT
6	UNIX (Linux, AIX)
5	Novel
3	Mac OS X
2	Mac 9.2
1	SUN Solaris
1	VMS

c. Major applications supported (including versions) and services offered

Nearly every unit provides local file and print serving

Additional major applications:

11	MS IIS
7	MS SQL Server
6	MS Exchange Server
4	Oracle
2	mySQL
2	Unidentified web server
2	Groupwise (moving to Exchange)
2	Real streaming server
1	Apache Web Server

d. Server backup and disaster recovery strategies

Most units backup their servers on a regular schedule (predominant method is incremental/differentials every night and full backups on the weekends). Some units do not backup all of their servers, but only those that contain changing, production data. Many units either encourage their users to periodically backup their data to a server or automatically redirect their personal data to a home directory. The following data shows how many units are employing various server backup strategies. Several units utilize more than one backup method.

15	Local/departmental tape backup
13	Tivoli Storage Manager (maintained by AIS)
5	Legato Networker (maintained by CISS)
3	Server data burned to CDs
2	Server data written to locally-managed NAS device

e. Technical staffing, training and available resources

No unit has a formal training budget for its technology support personnel. Most units rely on a mixture of Internet resources, books, peers and experimentation to keep abreast of new products and technologies.

2. Talk about upcoming LAN projects

As might be expected, there were a wide variety of responses to this question, according to each unit's user base and particular needs. The one project that was common for the majority of units (20 of 34) was migration into Active Directory (AD) and/or AD-related work. Most other projects were specific to the unit responding, but some general themes for a number of units responding included server OS upgrades, software upgrades/migrations, and research into a number of new or improved service offerings.

3. Talk about services that you would like to offer your constituents, but are unable to offer, either because of limited resources, staffing, time, experience, etc.

No one theme stood out in the responses to this question, but the following services were mentioned by more than one unit as something they wished to provide but were unable to currently:

- more time devoted to web development (8)

- wireless networking in various spaces (6)
- more time devoted to database services/development (5)
- resolutions to physical security and available space concerns (5)
- training for technical staff (3)
- replacement of aging desktop equipment (3)
- remote control (2)
- streaming (2)
- digital signatures/encryption (2)

4. Talk about the services that your constituents are asking you to provide that are currently unavailable centrally or at your unit?

Again, there was a wide variety of responses to this question according to each unit's particular user base and needs. The following services were mentioned by more than one unit:

- spam control (4)
- software (not currently funded by the department or University) (3)
- hardware upgrades/checkout ability (3)
- wireless networking in various spaces (3)
- enhanced PDA services (2)
- moving services to the web (2)
- spyware detection (2)
- digital signatures/encryption (2)

5. Describe some of the LAN-based projects and services of which you and your constituents are most proud.

The responses to this question varied widely for specific services in each unit, but some general themes can be seen in many units' lists of accomplishments:

- web content/services (13)
- speed of service (5)
- flexibility of access/creative solutions (5)
- lab services (4)
- AD migrations completed (3)
- automation (3)
- stability of service (2)
- inexpensive upgrades of equipment (2)

6. Talk about traditionally LAN-based services that you believe should be offered and supported centrally. Talk about the decision-making process that you would use when determining whether or not to support any given service at a central level.

Wide-spread support for:

- Creation of Security Administrator position that was proposed in 2002
- Centralized e-mail administration (whether it be with the current e-mail system or another product like Exchange)

Suggestions mentioned more than once:

- Centralized scanning of e-mail for viruses and spam
- Centralized key server for specialized (and generally expensive) applications
- More pooling of software purchases

- Centralized web server capable of hosting Front Page Server extensions
- Centralized backup systems for departmental/unit servers

7. Should Research & Development be done centrally or at the department level? When do you reach the point of determining when projects should be researched and developed centrally? Why?

- Most units feel that most research will begin within units as a result of a specific need. If the project in question is repeated throughout campus, then the project should be moved into a central service unit.
- Other feel that a research project that is too large in scope or required resources should be handled centrally as well
- Many units feel that a collaborative effort between central and distributed units works well (citing AD, WebCT, Fixed Assets Warehouse and web servers as examples)
- Several units would like to be better informed of what other units are researching and implementing on campus

8. In your opinion, what needs to happen to raise LAN-based services and technologies at Illinois State to the next bar?

While one theme did not stand out above all the rest, numerous topics were mentioned by more than one unit

- Hire the Security Administrator position
- Enhance communications: both between distributed support clusters and between central services and distributed support clusters
- Offer more frequent training opportunities for campus technology personnel
- Consider alternatives to Microsoft-centric software

9. Talk about your unit's interest, if any, in a suite of messaging services (i.e. integrated e-mail, calendaring, collaboration, workflow, etc.). Base this discussion on the business merits and not on technical issues (such as deployment and support issues).

- 25 units expressed some interest in a Messaging Suite
- Most units feel that a Messaging Suite should be centrally administered
- Exchange appears to be the product that most units identify with a Messaging Suite
- Some units questioned the need for an integrated messaging suite; others questioned the cost of retraining users
- Seems to be a growing interest in Instant Messaging. Current implementations are random, but interest in pursuing a corporate IM model
- Many units want to see a single calendaring solution utilized by all faculty/staff

10. Miscellaneous Topics & Comments

The notes from this section were compiled during the interviews and represent thoughts, ideas and commentaries by the respondents that did not fall directly within the scope of the interview questions. However, we felt it important to include a miscellaneous section to publish the many quality comments that were recorded.

No themes were drawn from this section; rather the original responses, in their entirety, are included.

{Applied Computer Science}

- Unit expressed concern with the rising cost to campus of the Microsoft Campus Agreement and whether or not anyone on campus was seriously considering using Linux as a desktop OS.

- Unit asked about progress on a new print solution, and particularly if the 2 commercial products under consideration allowed generic logons. Unit takes advantage of the print solution in some labs now, and feels it was left in the dark on this issue.
- Due to the curriculum taught in ACS, the department receives some very inexpensive or free software (Microsoft, Oracle, Cool, Novell, Sun, and Rational) and hardware (Sun). They also receive free academic support from IBM.

{AIS Systems Support}

- Multicast being used heavily by the unit
- Single Signon is closer, but not yet complete
- Unit interested in ability to reset user passwords locally, or other options like the "secret question"

{Biology/Chemistry}

- Property Control: What to do about surplus gear that departments send to Property Control, but could be of potential use to other units?
- How can units find out about this gear before it's packaged and sent to Springfield?
- Ideally, unit suggests keeping a list of available equipment on-line.
- Unit also suggests keeping newly-arriving equipment at least 10 days prior to sending it to Springfield.

{College of Applied Science & Technology}

- Unit would like to see more combining of software purchases between clusters - going together with other clusters for a more attractive and inexpensive site license

{College Of Education}

- Local control helps with LiveText portfolio system - it would be a logistical burden otherwise
- Unit has experienced some difficulty in transferring image files to Datastore shares

{College of Nursing}

- Break down communication problems that exist between technology units at the department level with central technology departments.
- List of campus tech resources - who's doing what?
- Establish a better pool of central resources that are available for check-out:
 - More reliable
 - Better quality
 - Pool resources from departments so more can be purchased

{Department of Technology}

- Unit proposed a system whereby the University would pay to send one tech off to formal training and then have them come back and offer training to others on campus, saving money by consolidation and providing many who have no training opportunities with some opportunity for training. AD and Mac OSX were mentioned as potential topics for this type of training system.

{Facilities & ISUPD}

- Discarded equipment is being cycled through very quickly in Property Control and sent off - some very useful equipment (sometimes even still under warranty) is being wasted, and unit feels an evaluation for usefulness of this equipment needs to be taking place in some fashion.
- A web form for establishing pager aliases would be an improvement on the current process of emailing help@ilstu.edu
- Unit has major concerns with the security of Single Signon

{LILT}

- Interested in knowing what others on campus are doing. Maybe at tech-only listserv would be useful to facilitate this interaction without alarming users (by them misinterpreting a posting)

{ORAT}

- Technology is surpassing some faculty. Unit is feeling the challenge of bringing faculty up to speed.
- In general, the university should do a better job of promoting more faculty development.
- Consistency in purchasing multimedia equipment. Guidelines and recommendations should be established to ensure that a majority of A/V equipment on campus is similar. Provisions should be made for special cases.
- Need a better theft insurance policy
- Would like to automatically populate faculty calendars with their class schedules
- Would like to "subscribe" to departmental or university calendars
- Forum for on-campus technology personnel (not ISUNET-L) to talk about readings lists, software purchases and general tech issues.
- Would like for a phone system to be developed so that any campus personnel can call in, listen to a recorded message, and find out about the current condition of the campus network (i.e. are there any outages).
- More opportunities for on-site technical staff training, as well as funds for attending training and new-product seminars.

{Presidents/Provost}

- Extended University: Would like to see increased campus awareness of Datastore, and possibly expanded Datastore capacity for departments lacking dedicated server space.

{SCS}

- Ensure that new innovations are cross-platform
- New solutions should be open and standards-based

{VPSA - all units}

- It would be helpful on joint projects if mainframe programmers had PC training/understanding of user needs

Appendix - Original Answers to Survey Questions

1. Describe your unit's server environment in terms of:
 - a. Preferred hardware vendors, guiding principles when specing new servers, physical locations. Explain why you utilize the vendors and practices you do.

{ACS}

Unit likes Dell for their Windows-based servers, finds them to be fairly reliable with good support and a decent price - commented that alternative major vendors seem to have disappeared. Servers are stored in a server room/staff office which is short on space and has no environmental.

{AIS Systems Support}

Unit has standardized on Dell servers, likes Dell service, reliability, stability and compatibility. Servers are mostly located in Julian machine room. When specing a server, they consider the application's needs, environment needed, scalability, ability to upgrade, and whether the server is a new model or near end of life.

{Biology/Chemistry}

Unit builds its own hardware; preferred components vendor is Global Computing out of Chicago; uses AMD processors and IDE drives. Unit builds its own servers to save money. Recently built a server that cost 5 times less than a similarly-quoted Dell server. Unit has 8 servers in Science Lab Building and 2 in Felmley.

{College of Applied Science & Technology}

Unit has purchased Dells more recently, and likes the online tech support, easy maintenance and ability to get replacement parts, and dependability of Dell.

{College of Business}

Unit uses mostly Dell servers and laptops, is moving to Dell as the standard for desktops as well - they have purchased Trademark desktops in the past, but the parts replacement program has been decreasing in effectiveness to the point of being non-functional.. Unit prefers Dell for stability, performance, purchasing assistance, and easy maintenance (no major failure on a Dell machine in 5 years).

{College of Education}

Unit prefers Dell for dependability and support. They recently participated in Dell certification process. When specing a new server, they first look at the job required. Servers are located in a staff office.

U-High - Unit prefers Dell, cost is the overriding factor, servers are located in tech room in the library.

Metcalf- Has new Dell server.

{CTSG}

Dell because it's TechZone supported, University receives good discounts and Dell offers solid service and support. Apple for some applications because of X-RAID (new, inexpensive IDE RAID solution)

{Police}

Unit uses custom-built servers from vendor in town, does not want proprietary equipment that may not meet need for flexibility. Servers must be stable and available 24 x 7, unit cannot have downtime while server is sent off for repair. Servers are located in a single room that the unit hopes to add air

conditioning to this summer, with the exception of one that is housed in the McLean County Law & Justice Center. Unit also has a network separate from the campus network, with a firewall and a T1 line into their office.

{Facilities}

All Dell servers, no failures. Unit likes that they have Dell workstations also and have had good luck with them, likes Dell support. When spec'ing a server, unit looks at price as well, looking for cost savings and would like to combine purchases where possible.

{LILT}

Historically have had PC (Dell) and Apple servers, but unit is moving away from Apple servers. A Master Browser problem forced this migration to an exclusive PC server environment. Simulation software helps spec servers

{College of Nursing}

All new systems are Dell; some older IBM and TradeMark equipment is still in the department; orders Complete Care on all Dell laptops.

{Milner Library}

Mostly Dell and IBM. Dell is the preferred Linux and Windows hardware platform due to cost, reliability and quality service. IBM servers are used to host AIX operating systems. All servers are located within a dedicated room. Unit is developing a proposal to rereack the servers and review their networking/power needs.

{ORAT}

Unit has Dell and Apple servers. Unit support 2/3 Macintosh computers and 1/3 PCs. Unit has a long, positive history with Dell, which weighs heavily on their continued use of this vendor. Additionally, unit is pleased with Dell pricing, their solid service plans and physically accessible cases. Servers are located in staff offices, which result in very hot spaces. Offices with servers are protected with X keys. Unit would be interested in using a server room, if that space was physically close to their primary buildings.

{Physics}

Unit has several servers running either UNIX or Mac OSX. Hardware choice for servers depends upon function it will serve. Workstations are mostly Mac with a handful of PCs running either Linux or Windows. Servers are distributed in physical location, most in a room few have keys to, some in staff offices.

{President/Provost}

Registrar - Uses one vendor (Dell) in order to retain compatibility with existing server equipment. Unit has a dedicated server room with adequate environmentals.

Extended University - Unit standardizes on Dell servers because Dell has a solid presence on campus. Unit has a dedicated server room.

Financial Aid - Unit has three servers in a semi-dedicated space. Unit had Trademark servers, but switched to Dell because of campus buy-in.

University College - Unit has Dell servers because of campus buy-in and servers are located within tech staff offices

{SCS}

Two servers are Dell. Might build future servers to save money. Servers are located in a hot office. Shares server-room space with LILT.

{SHAC}

Unit buys from a local company they are very happy with, cost is the major deciding factor, as well as failsafes like redundant components. They are not serving any applications, and are in a slower network environment than most of campus. Unit does not have the funds for Dell or Gateway servers and does not need all of the features in any case. Servers are located in a staff office.

{Technology}

Unit looks at pricing, service, support, reputation of vendor, any special features that will enhance the total package, and deliverability when specing a new server. They like to support local vendors where possible. Unit has mostly Dell servers (some Compaq), stored in a dedicated room with environmental controls and controlled access. One server is located offsite.

{VPSA}

All units like Dell for pricing, service & support, selection, quick turnaround on parts, and reliability.

SHS - Servers are stored in a dedicated room with rack and environmental controls

SCS - Servers stored in an office without environmental controls

UHS - Servers stored in dedicated room with racks, air system for cooling

BSC - Servers stored in staff office with rack and some cooling

REC - Servers stored in staff office without environmental controls

SA - Servers stored in staff office with rack

- b. Server Operating Systems and in what instance one O/S is or might be chosen over another. Why?

{ACS}

Unit has a mixture of server OS - some Novell servers in the Telecommunications lab, 2 Sun Solaris (and 25 workstations) in a lab, all others are NT or 2000. They have looked at using Linux, and will likely do so in the future.

{AIS Systems Support}

Win2000 on all servers

{Biology/Chemistry}

Unit is waiting for Windows 2003 to install on a new Web Server. All PC servers are NT4 except for one Windows 2000 server, they have one SGI server and one UNIX server. Unit is interested in UNIX servers because open source applications are attractive. The unit supports 3 NT4 domains, and will be moving one lab to Active Directory.

{College of Applied Science & Technology}

Unit has 8 servers, 5 NT, 3 Win2000; is interested in Linux possibly for an intranet application or print serving. All servers are currently in the process of migration to AD.

{College of Business}

Unit runs all Windows servers, with the exception of one Mac OSX server used for print serving, allowing free scheduled printing during class periods only (this server used to be UNIX).

{College of Education}

Unit prefers Windows because Microsoft products fit best with campus use, they are considering UNIX/Linux. All servers are Win2000 except one old NT server.

U-High - all servers Win2000, one old NT server.

Metcalf - some software used at Metcalf is not compatible with AD

{CTSG}

Some NT4 servers to support legacy domains. Windows 2000 for application servers. CTSS uses a Mac OS 9.2 server for file storage.

{Police}

1 Novell 5 server, 3 Win2000, main server is an RS6000, also some Compaq that is part of the Dictaphone system

{Facilities}

12 servers, all but 2 (NT 4 machines being migrated) are Win2000

{LILT}

Windows 2000 on application servers, NT4 servers to support the domain, Real Streaming Server on NT4 PDC, SUN Solaris box for Mallard data conversion, Mac G3 Mallard test server, and student showcase server.

{College of Nursing}

3 Windows 2000 Advanced Servers, NT4 PDC, NT4 BDC. The technical expertise is Windows and all back-end systems are Windows-based.

{Milner Library}

Unit uses AIX, Linux, Windows NT and Windows 2000 operating system on their servers. NT4 is used to support their NT domain. In many instances, the application will dictate which operating system is utilized. When an operating system choice can be made, unit looks at security, price and performance.

{ORAT}

NT4 domain, OS 9 and OS 10 servers, 2 Windows 2000 servers, 2 Development servers, Real Video (currently inactive), Migrating NT domain to Active Directory this summer; unit has recently begun conversations with Active Directory team. Choosing the appropriate operating system and server platform depends greatly on how new supported services will impact teaching and learning.

{Physics}

UNIX and Mac OSX utilized for different applications, no Windows.

{President/Provost}

Registrar - ½ NT and ½ Windows 2000 servers; In the process of migrating to all Windows 2000 servers (part of the planned AD migration).

Extended University - NT4 server and is currently building a Windows 2000 server to serve as OU member server; unit will be splitting file server functions from applications as part of AD migration over time.

Financial Aid - One NT4 server and 2 Windows 2000 servers.

University College - Mixture of NT4 and Windows 2000 servers; in the process of migrating NT4 servers to Windows 2000

{SCS}

Unit has Linux on one server that is used to host file shares and web sites. Currently using a Windows server for print serving, but moving to JetDirect printing. The unit is currently on an NT4 domain with one PDC and one BDC.

{SHAC}

1 NT 4.0 server and 1 Win2000 server. Unit hopes to migrate both servers into AD by June. Their workstations can use AD now.

{Technology}

Unit's servers are mostly NT and 2000, they are currently trying to migrate the NT servers to 2000. When evaluating which OS to use, unit looks at strength of OS, staff expertise, and what is needed for the particular application(s) hosted. Uses VMS on some servers, but will need passwords and accounts to sync up for printing (potential problem in their AD implementation). Unit likes VMS' ability to handle disk quotas and robust clustering solution. Some users within the unit are pushing for a Mac server. Unit is very interested in Linux, and is running some but feels they do not have enough expertise. The unit also finds Windows very easy to set up, adaptable, and supported by the majority of software packages needed.

{VPSA}

SHS, BSC & UHS have been utilizing Novell Netware, but support has been dropped for the product and all are moving to Windows and one OU in AD.

SHS - some Win2000, some Novell

SCS - all Win2000

UHS - some Linux, some Novell, some Win2000

BSC - some Novell, some Win2000

REC - all Win2000

SA - all Win2000

c. Major applications supported (including versions) and services offered

{ACS}

DB2, Oracle (several versions), Oracle application server, Oracle Web DB, Cool, Rational Suite, MS Terminal Services, Novell Directory Services & Management, LotusNotes, Sametime, IIS, iPlanet/SunOne web server, Websphere, RealVideo, voice over IP switch, and ftp.

{AIS Systems Support}

SQL Server, IIS, Exchange 2000, RightFax, Tomcat, Tango 2000, FTP, Front Page extensions, and Oracle

{Biology/Chemistry}

SAS, Office with Outlook, Exchange 5.5, SciFinder, Sigma Plot, Print serving, Help Desk Software (1-0), Listserv, Ghost.

{College of Applied Science & Technology}

90% file sharing, some print serving (8 shared printers), EndNotes, installation point for most software. Unit does not use roaming profiles, and expects to use Group Policy to enforce access policies.

{College of Business}

IIS, Front Page extensions, Exchange for specialized applications, file serving, print serving, SQL, database services. Unit is switching from IIS to Apache on UNIX to avoid common exploitations and daily bug fixes, but would continue to use IIS on a secondary web server for Front Page extensions after switch if UNIX-Front Page combination does not work.

{College of Education}

Some Exchange (approximately 25 users, no formal plan for migration at present)

U-High - AutoCad 2002

Metcalf - GradeQuick, Skyward

{CTSG}

IWSS: SQL Server 2000, IIS, Perseus survey software, Visual Source Safe

CISS: Some IIS, File Sharing, some print serving, WebTrax

STSS: File sharing, FileMaker Pro

CTSS: Shares a file sharing server with CISS

{Police}

AKMS (automated records management), computer-aided dispatch, backup procedures, pushing new Norton anti-virus definitions, Teledent 911 software, old police reports

{Facilities}

1.7 GB database for work orders, Gupta SQLbase, SQL Server, BSW tracking/cleaning application, Oracle 8.17, IIS 5, Exchange 2000, document imaging, file serving, print serving, Comet (facilities condition assessment), Brio SQR reporting, RIS

{LILT}

Hosts 650 web sites on Front Page-enabled web server, Front Page 2002 extensions, Real Streaming Server, ASP, MIME types, Math extension, PHP, MySQL, File Maker Pro, MS Access, interactive content

{College of Nursing}

File sharing, print serving, IIS (for Intranet site), IIS for development, IIS for Intrusion Detection

{Milner Library}

Public Services: Proxy Server (predates VPN), Web Server, Print Server, Oracle, streaming audio.
LAN Services: Voyager (Circulation and book ordering), Book cataloguing, VAX server (running VMS) for ordering and journal tracking, IRISITA (storage database).

{ORAT}

File sharing, print serving, File Maker Pro, IIS web server, Key server (for concurrent licensing), Sibelius, calendar server (for very limited population)

{Physics}

File sharing, number crunching, telnet, SSH, background jobs, XWindows, Fortran & C compilers, Mathematica key server, email, PostFix, Fortran math & plotting packages, NFS file sharing between machines

{President/Provost}

Registrar: SQL Server, SMS, IIS, file serving, iMail on IAI server

Extended University: SQL Server, Apache, IIS, RPM and FTP

Financial Aid: IIS, document imaging

University College: File server, Compass for Math, IBM Connect

{SCS}

Using 1-0 Help Desk software where users enter their own support tickets via a web-based application, MySQL for web content, inventory, lab utilities, and a homework wizard that allows students to upload their homework assignments.

{SHAC}

McAfee updates, patches, social statistics package, CDS, and printing on server, users are not supposed to use it as a web server. Unit will install the occasional server application only when they have to do so to make it as easy as possible for classroom security. There are no login scripts or scripting done. Home directories for users, and ftp also on server. Unit solved some mobility between classroom and home problems related to file sharing by giving instructors folders and each department its own workspace on the server, which is purged every Monday. A GA does scanning and CD burning for users.

{Technology}

Unit is using a key server for some applications, also supporting the following from servers: Office XP, FrontPage XP, Publisher XP, AutoCad 2000, ApparelCAD 2000, Auto Architect 2002, Vericut 5.2, MoldFlow Insight 2, Precision Estimating 6.2, and Unigraphics 18.

{VPSA}

SHS - Groupwise (moving to Exchange), clinical management system, pharmacy application, drug interaction application, AmeriNet database

SCS - clinical management system, Groupwise (moving to Exchange), intranet web services (limited by IP & machine name), information database for clinical work, library systems

UHS - 20 in-house development applications, conference management, Computrition (menus and food ordering), dining warehouse, Kronos (timeclock), MWS (cash register application)

BSC - MWS (cash register application), event management system, Simplex (timeclock, will be moving to Kronos), Insight Management, Brunswick Frameworks, Bowling Record Service, Ticketmaster

REC - club management system, SQL, golf course management, Access, Filemaker Pro

SA - web applications running on Access, assistive technology

d. Server backup and disaster recovery strategies

{ACS}

Faculty/staff workstations are backed up using Veritas NetBackup Pro, and servers are backed up to Tivoli.

{AIS Systems Support}

Backup Exec and Tivoli are used for the SQL & Exchange servers. Unit utilizes roaming profiles, and backs up users' settings. My Documents folders are redirected to a server, as is Eudora mail. Login scripts are used for user backups. Unit utilizes Ghost to do a complete image that is then kept forever when changing out machines. Supported laptops are also running a script, and require more user education.

{Biology/Chemistry}

Unit maintains a Veritas 7.3 system to backup servers to local tape.

{College of Applied Science & Technology}

Secure data is backed up and accessible remotely. Workstations back up to a server, which is backed up to Tivoli. Users are mostly migrated to IMAP (on central email servers).

{College of Business}

Servers backed up to Tivoli, unit stores users' info & POP mail on server. No individual backups are needed with this system.

{College of Education}

local tape & Tivoli

U-High - local tape & Tivoli

Metcalf - Tivoli

{CTSG}

Most servers are backed up through CISS's Legato Networker product. IWSS performs dual backups: first to Legato and second to locally burned CDs. STSS uses drive redundancy but is researching various tape backup solutions. Data on CTSS' Mac server is periodically burned to CD.

{Police}

Backup Exec used nightly on servers, file server also backs up to Tivoli. Unit also has a disaster recovery module that allows recovery with a tape and a CD. Users' personal data is stored on the server.

{Facilities}

Servers backed up to Tivoli. Off-site backups are utilized for the work order system (to the Environmental Health & Safety NAS, which is backed up to Tivoli). Users store data in home directory, and unit uses MSI packages to rebuild machines quickly.

{LILT}

Local tape backup system + nightly backups to SUN system maintained by CISS. Currently building a mirror server to be located in Science Lab. This server will mirror the Real Streaming service and the web server.

{College of Nursing}

Workstation profiles backup to a server, servers are backed up nightly to the SUN system maintained by CISS.

{Milner Library}

All servers are backed up to a locally administered Tivoli Storage Manager (TSM) system to locally-attached tape drives.

{ORAT}

Servers are backed up locally to tape via Retrospect nightly. Administrative workstations are also backed up to tape via Retrospect once a week. Unit does not backup faculty workstations. Unit is interested in using centralized backup solution (at least for the short-term, but potentially longer).

{Physics}

Servers backed up weekly to local tape. Unit is working on making it possible for users' desktops to be backed up to local tape as well.

{President/Provost}

Registrar: Backup Exec

Extended University: Combination of Retrospect and TSM

Financial Aid: TSM to the Mainframe

University College: TSM to the Mainframe

{SCS}

Unit utilizes a UNIX application to backup Linux server to local tape, does not backup other servers, and users back up their home directories to the Linux server.

{SHAC}

NT server is on Legato Networker, looking to add the Win2000 server as well. Unit is not confident of tape backup due to past experience, and also backs instructor folders up to CD twice a semester.

{Technology}

Unit utilizes local tape backup (3 DLT drives) to perform daily incremental backups on servers with faculty/staff/student data present, and full backups on weekends. Tapes are archived at the end of the semester, and then kept several years. Some tapes are stored offsite. Unit uses Ghost to backup boot partitions for quick recovery.

{VPSA}

SHS - Users save all data to server(s), ARCServ used to backup NT servers, and Veritas Backup Exec for Novell servers. Unit is also using LTO & DLT tape backup.

SCS - User data is saved to the server, and the server has local tape backup.

UHS - Back servers up to NAS daily, weekly and bimonthly.

BSC - Servers backup to Tivoli.

REC - Servers backup to local tape daily and monthly.

SA - Servers backup to NAS.

e. Technical staffing, training and available resources

{ACS}

Staff is mostly self-taught using books, etc., some formal training, can request ad hoc budget funds for training.

{AIS Systems Support}

Unit is able to attend training classes and/or conferences when funds are available. An in-house development book is utilized, as are TechNet and web research (had MSDN in the past). Unit feels the Dell certification process was well worth the time.

{Biology/Chemistry}

Books, HR pro-series training has been very helpful for supervisory staff, on-line research in spare time.

{College of Applied Science & Technology}

Staff is all self-taught through books, web research, magazines, and shared peer knowledge.

{College of Business}

Staff is all self-taught through books, web research. One MCSE certification was funded by the college as a trial.

{College of Education}

Not enough staff, all self-taught, no training funds but some book funds are available

U-High - OK on staff, some book funds

Metcalf - OK on staff, some book funds

{CTSG}

Unit relies heavily on books and the Internet for a majority of its research. Staff periodically attends off-campus training sessions. IWSS is teaming with FTSS to offer specific tech training sessions. Staff also rely on peers with specialized expertise for troubleshooting.

{Police}

Some computer forensics training provided, also uses listservs, conferences as funds permit

{Facilities}

No training recently, mostly self-taught - use TTUG, training CDs, usergroups, books, newsletters, conferences as funds permit. Staff from the unit did attend Exchange training and took advantage of the Dell certification process. The idea of a training library for use across campus was suggested, particularly for training on .NET.

{LILT}

1 FTE plus student workers, MSDN for new software testing, online research, would be interested in training brought to campus.

{College of Nursing}

2 FTEs, 1 GA for lab support, and 5 SWs in the labs. Unit utilizes FTSS for technical training of users. MCN has gone through Dell certification training.

{Milner Library}

Unit uses Google, books and a TechNet subscription for a majority of their resource needs. The technical staffing is adequate, but unit feels the training budget is inadequate.

{ORAT}

Unit has 3 support FTEs and 1 manager; unit is down one FTE (lab manager), utilizes books, independent research, staff cross-training, Dell certification, and takes advantage of training opportunities that are provided centrally.

{Physics}

Unit has no training budget - staff (1 FTE) is self-taught through books, USENET, and listservs.

{President/Provost}

Registrar: As budget allows, send staff to training sessions; unit can purchase some books

Extended University: In-house training; books; especially likes TTUG training sessions

Financial Aid: Peer learning

University College: TTUG training sessions; some outside conferences as budget allows

{SCS}

Unit has 2 ½ FTEs and 2 SWs, is currently 1 ½ FTEs short. The staff relies on books and each other for training

{SHAC}

Small staff - 1 full-time staff member and GA hired a year at a time, student lab monitors.

{Technology}

Unit utilizes a large quantity of books for self-training (some department-purchased), newsgroups, and TechNet.

{VPSA}

AD & Exchange classes attended by staff as budget allowed, took advantage of Dell certification offer, utilize training CDs, MSDN, Milner, and web research.

2. Talk about upcoming LAN projects

{ACS}

Upgrading servers from NT4 to Win2003, Oracle application server upgrade, .NET web server upgrade from straight IIS to ASP functionality, DB2 upgrade, putting virus & web server logs in a database for querying, and a Novell upgrade

{AIS Systems Support}

Exchange migration (70 users actively using currently for primary email, other 350 users in 2 divisions to move soon), upgrade Office 2000 to XP in next few months for users, automatic deployment using Group Policy in AD, Group Policy research for more utilization, KANA, SQL services moved to a new server, and TouchNet

{Biology/Chemistry}

Need to replace/upgrade old PC hardware (oldest machine is a P166), (given budget) move Biology labs to Active Directory, Exchange 2000 - on hold until faculty/staff PCs migrate to AD, network monitoring for servers, print solution (definitely for 2 new labs in Julian), build and maintain two new labs in Julian (40 machines and 30 machines)

{College of Applied Science & Technology}

AD migration, web server migration to IIS, coordinating with Criminal Justice & Agriculture departments moves into new buildings

{College of Business}

Unit is currently at a standstill regarding infrastructure changes due to impending move into new COB building. There will be approximately 1910 network ports in the new building, as compared to 420 in the current facility. This is due in large part to an every seat in every classroom wired philosophy, as well as expansion of the number of computers in lab type setting from 170 to 260. The college will be wiring for later installation of mobile access points. Unit is purchasing and building a new web server and tries to rotate/add a server each year. Unit is also looking into camera mounts to digital VCRs, and adding a server for video storage.

{College of Education}

AD Migration, wireless in Fairchild Hall, LiveText, departmental web site development, introducing faculty/staff to Exchange

U-High - new Autocad, AD Migration

Metcalf - AD Migration

{CTSG}

CTSS: Researching Magic Helpdesk software as possible replacement for legacy system; IP video conferencing research; enhancing streaming video services

STSS: Researching how to efficiently host FileMaker Pro; AD Migration

CISS: Software Update Services - pushes critical updates to managed workstations: Continued AD migration; Continued GPO creation; Intellimirror research

IWSS: Intellimirror research; Research using AD (instead of LDAP) for authentication; project management software; SourceSafe implementation; iCal research; Website content management (with mainframe data integration); E-Commerce development

{Police}

The big project for this unit has been completed - putting the network infrastructure to get to Electronic Justice System (EJS, a county-wide law enforcement system) in place. Unit is planning on an E911 upgrade, but major funds are needed to accomplish this - the 911 system will fail if not upgraded, and the county would like ISU to provide failover and tie into their 911 system as well. Unit is also looking to automate some things through EJS such as an automated police blotter and putting crime statistics on the web, together with other law enforcement agencies. Also being considered are laptops for officers to connect to IWIN (the Illinois State Police wireless network), and using a barcode printer and readers to manage and print evidence tags.

{Facilities}

Fixed Asset Warehouse project mostly complete, research into new work order system, document imaging, Exchange migration, AD migration, BSW scheduling application, website development

(moving more services to the web thru ASP), new images for new OS (possibly XP), more automation using ScriptLogic, self-healing MSI packages, fleet reservation system (ability to reserve vehicles via the web and request work orders online), System Update (SU) server, request authorization site, regaining weather certification for weather station, Datatel enhancements, Safari OLAP tool.

{LILT}

Mirror server in Science Lab Building, wireless pilot: currently inadequate coverage, will join AD when LILT's OU is ready

{College of Nursing}

Active Directory migration: about ½ of the PCs have been moved to AD at the time of this survey, User accounts are ready to migrate, Exchange 2000, perform a NetOp upgrade

{Milner Library}

Print Solution: Unit is awaiting the results of a Print Solution study to determine the future direction of this service. ILIAD: Inter-library loan application. This new service will run on a Windows 2000 server with IIS and will deliver documents to customers via the web. Unit anticipates having this service in production by Fall, 2003.

{ORAT}

Quicktime streaming server, better solution for lab printing, migration to Active Directory, movement to encourage faculty/staff to store their data files on the server, migration to OS 10 (hope to have this project complete within a year)

{Physics}

Moving off of AIX RS6000 to OSX due to age of server, moving unit's DNS services to OSX, migrated web server & email server from RS6000 to OSX, moving background jobs from RS6000 to OSX, and autoscanning for viruses

{President/Provost}

Registrar: AD Migration; Server rebuilds & reallocations

Extended University: AD Migration; Microsoft Alternative Testing; Insurance Institute testing; Designing specialized builds for different classes

Financial Aid: AD Migration; migrating to Windows 2000; building a Windows 2003 server

University College: AD Migration, Server rebuilds & reallocations

SCS - Migration to Active Directory, reimage the labs

SHAC - AD Migration, server enhancements (move HD storage to allow mirroring again, firewire, USB to backup)

{Technology}

Security enhancements, vLANs to separate broadcast traffic (unit has its own, separate network).

{VPSA}

First priority from the VP level for the division is AD migration, and then implementation of Exchange. SHS is also working on upgrades to pharmacy software to allow signature capture.

3. Talk about services that you would like to offer your constituents, but are unable to offer, either because of limited resources, staffing, time, experience, etc.

{ACS}

Space available limits the unit's ability to offer services - graduate students and others would like to set up a separate projects/testing environment that is not currently possible due to space constraints.

{AIS Systems Support}

Unit would like to see more training resources for technical staff available, perhaps organized across departments- Group Policy and registry training, Java and/or .NET training. Unit is also interested in the development of customer-driven solutions, saving money on commercial software purchases.

{Biology/Chemistry}

Would like to build a 1TB file server since the unit currently offers no centralized file storage. Would also like to make a full migration to AD, but cannot given PC hardware limitation and some faculty/staff resistance.

{College of Applied Science & Technology}

Remote Control (possibly NetOp), useful inventory reports, better handle on whether virus definitions are updating as they should, desktop control for instructors teaching in labs (possibly Altiris)

{College of Business}

More database development, web research that cannot currently be supported, common calendaring for everyone with a lighter calendaring client, and the ability to serve more user-level research needs. Additionally, the unit would like to provide user management with profiles and network storage for graduate assistants, but this is not feasible based on current manpower.

{College of Education}

Interactive database services (need expertise), FrontPage, cgi & ASP expertise, ability to conduct financial transactions, specifically for printing (e-commerce), more wireless access points (unit has specific uses in mind), ftp server for upload.

U-High & Metcalf - email addresses for grades 4-6 and up

{CTSG}

STSS: Better support for Mac users; would like to see increased PC-Mac integration; new solutions should be cross-platform

IWSS: Unit would like to expand survey solution to other campus groups; Upgrade to Perseus Enterprise; would like to see a centralized FrontPage web server; Would like to see a certification program for departmental web developers; creation of more web controls

{Police}

Automated police blotter, card swipes connected to campus alarm system (not Diebold), biometrics

{Facilities}

More web development (need staff time), wireless video cameras and web cams, PDF 417s, maxicode, Smart Cards. Unit is not given funds to experiment with new technologies.

{LILT}

Climate-controlled server room, physical security and alarm system on server room, usability lab (currently partnering with State Farm, but would like to do more)

{College of Nursing}

Wireless + Pen Computing in a medical environment (known as electronic charting), Kiosk in the atrium: plasma touch screen that contains college marketing and directory information, create an integrated enterprise database to replace numerous MS Access databases throughout the college

{Milner Library}

Digital Streaming: unit would like to offer streaming of digital content, but there are numerous issues to consider, including infrastructure requirements, copyright issues, bandwidth concerns, funding and staff time.

{ORAT}

Summer Technology Institute, sponsored by the College Music Society - had to cancel this summer conference this year due to insufficient staffing (unit recently lost their lab manager and have been unable to refill this position). Unit would like to expand outreach activities, including offering more training for teachers who need continuing education credits, offering more in-depth support of faculty workstations and specialized software applications. Unit needs space and personnel to conduct training sessions. Unit would like to offer more support for faculty multimedia projects

{Physics}

Nothing needed that is not already offered.

{President/Provost}

Registrar - Entrust PKI (digital signatures/encryption); Wireless access in Moulton Hall and Hovey Hall; Outlook/Exchange offered centrally; increased staff training

Extended University - Unit would like to replace aging hardware in two labs, also some application upgrades are slowed by financial and staff considerations.

Financial Aid - Unit would like to replace old PC hardware; wireless access in their conference rooms

University College - Unit would like to replace the paper-based constitution test with a web-based exam that is secure and reliable. Unit is also interested in the Entrust PKI project

{SCS}

Wireless in every building with roaming access (Application: students with laptops in classrooms taking notes and labs), wireless in key outdoor spaces; if TNSS wireless project remains idle, SCS would like to setup WAPS within their spaces, add tags to DHCP server to enable remote booting of computers, Kerberos server, better communication with users, modify LDAP scheme for local needs or make LDAP GIDs available

{SHAC}

Unit feels users' basic needs have been served so far by central services. They are concerned about printing, have never been happy with NT/2000 printing, and are considering a Linux server for print serving. Unit is also interested in remote control software, but is worried about safety.

{Technology}

Unit would like to provide a thin client solution utilizing terminal server and Citrix - a test was performed and results were impressive. Such a solution would allow students to access the unit's very unique software from anywhere. The unit found that CAD ran well and performance was generally good.

{VPSA}

SHS - content provision in electronic form, digital imaging & storage, retrieval, MARK recognition into database (opscan), nurse console allowing call-ins for advice

SCS - streaming video (not currently available for uses not directly academic in nature), recording studio upgrades

UHS - web-based applications for data entry, interactive databases

BSC - IP phones, alternate ways to get to voice mail

REC - stable network connection to Rec Services building (connection is slow and often lost), online registration for intramurals, reservations

SA - interactive web services, replacement for eRecruiting

4. Talk about the services that your constituents are asking you to provide that are currently unavailable centrally or at your unit?

{ACS}

Unit's users are generally pretty happy - they would like more software to test, support for machines at home, access to a research network (with Internet access) separate from the University network, and more wireless coverage to measure network performance.

{AIS Systems Support}

Crystal Reports, a more advanced contact management system (especially for IPAQ users), campus-wide wireless, Single Signon, off-campus connectivity to home drives etc., more dynamic webs, database access, custom scripting, ability for users to edit their own webs, very specific web-based applications and beefy modem/wireless PDAs for the Development Office. Unit also sees a difference between the needs of administrative and academic users - administrative users want/need more integrated applications.

{Biology/Chemistry}

Expensive software is frequently requested by faculty, almost everyone has purchased Adobe Acrobat (the full version); unit feels this software should be funded at a campus level, Sigma Plot (volume purchase agreement), SAS is a difficult product to fund every year; would prefer a more streamlined approach

{College of Applied Science & Technology}

Unit's users are generally happy with services offered and not asking for anything in particular. They would like a way to send extremely large files - unit has had to set up an ftp server on a laptop to accommodate this occasional need.

{College of Business}

Most of these requests have to do with requests for software that cannot be purchased due to funding issues rather than capability. The KANA software package was donated to COB, but the COB technical staff cannot support it due to lack of time.

{College of Education}

Central security "expert", courseware evaluation (affordable online alternative to WebCT)

U-High- portal access for U-High students

Metcalf - ability to reset ULID passwords locally

{CTSG}

IWSS - Survey software being made available to everyone; Content management; event registration on the web

STSS - Big user interest in increased wireless access; students continually requesting more bandwidth

CTSS - Better support for faculty who run into problems within the ATCs and have trouble accessing resources on their departmental servers

{Police}

APOGE automation

{Facilities}

Spyware detection, discount for employees on software

{LILT}

Survey integration with the mainframe (i.e. placement information sent to the mainframe; and grades sent to the mainframe), would like to see class schedules tied to course web sites

{College of Nursing}

Universal calendaring, PC upgrades, implementation of the plan to replace desktop PCs with laptops, flat panel monitors to replace Faculty/Staff CRT monitors, Faculty/Staff would like personal printers in their offices, PDAs with calendar integration

{ORAT}

Equipment and software to facilitate special effects and animation projects, faculty/staff are requesting individualized help building and maintaining their web sites, operating unique software applications and updating address books

{Physics}

SMTP AUTH support doesn't work well on the RS6000, unit is hoping the move to OSX will solve that problem.

{President/Provost}

Registrar: Campus document imaging system

Financial Aid: Changes to several mainframe processes; Hardware upgrades

{SCS}

Users want hardware for checkout. Now that LILT no longer performs this function and CTSS is not conveniently located, user needs are not being met. Spam filter on e-mail and/or ADWare on PCs (make available through I-Tools). Hands-on training for basic software titles.

{SHAC}

Printing, to not have to learn new things (like WebCT); users want things simple, want more open ftp (currently must be coming from ISU IP).

{Technology}

Unit would like to explore lab surveillance to monitor labs for users needing assistance, as well as provide better multicast services (it is currently eating up unicast bandwidth to the point where it causes inconveniences like having to use a firewall in one computer lab in order to reset computers between classes).

{VPSA}

SHS - campus-wide group scheduling, encrypted email, digital signatures, certificates for entire campus community

SCS - encrypted email, digital signatures, spam control

BSC - spam control

REC - spam control, cameras for workout areas & courts, GPS systems on golf carts

5. Describe some of the LAN-based projects and services that your unit and your constituents are most proud.

{ACS}

The LAN environment and servers are very stable with very little downtime, websubmit that allows students to submit projects online to class/section folders and instructors to map a drive to their folder and pull down those submissions and grade (30,000 per semester), Oracle running for 5+ years, one of the few units on campus to run Oracle with 4 major upgrades, DB2 up and running even longer than Oracle, great Sun lab, Cool software supported with assistance from the vendor (no longer available), Terminal Services has become more used by students in various places for network analysis.

{AIS Systems Support}

All users in Active Directory, Win2000 deployed to all, extremely standardized build, web-based grants application, automating workflow, inventory system, automatic HR training course & tracking of grievances, job tracking application developed for Printing, Redbird card and University Calendar data in the iCampus portal, scripting that makes workstation support easier and more automated, departments standardized with 1 Ghost image, reduced number of "nuisance" support calls, using NetMeeting instead of SMS for Remote Control, lab admin utility allowing quick (about 1 hour) turnaround for special instructional needs, redesign of Athletics web site, Tech Apps utility for managing AD accounts (allows student workers more access), and Exchange.

{Biology/Chemistry}

Unit has saved a considerable amount of money by building PCs and servers from scratch, new web server will offer greatly expanded services: IIS, Apache, MySQL, ASP, PHP, help desk software - users are able to input support tickets themselves: implementation of this software has decreased response time and resulted in a more consistent delivery of technical support

{College of Applied Science & Technology}

Unit's users can get to data wherever they are - they use login scripts and educate users on where things are stored, how to get to them, edit them, and stay connected.

{College of Business}

Speed of support - "code blue" (anything needed in a classroom) support takes a maximum of 5 minutes, creative solutions from a small staff, print serving, only college where all classrooms are equipped with A/V, management of Tech Tuition allotment so that the slowest lab computer is 750 MHz, web site is very content-rich (completed 4 redesigns in 2 years), one of the first departments completely in Active Directory.

{College of Education}

Reliability for all services, rare downtime, support speed, representation of COE on various technology-related committees, flexibility shown in devising solutions to different problems, lab availability & uptime, eCollege courseware

U-High - ftp server

{Police}

Ability to computerize police department, getting network infrastructure in place to connect to EJS, ability to upgrade machines inexpensively

{Facilities}

Quick machine builds, document imaging solution, inventory scanner, SQR reports, authorization site, unit has embraced .NET technology and focuses on trying to build applications that will work for others on campus also

{LILT}

Front Page working to the extent that it is, percentage of potential clients that are using LILT's services (650 of 750 potential clients are using LILT's services), ease with which clients can access their resources, proud of their working relationship with the College of Business

{College of Nursing}

Web-based testing for nursing students: this project has helped the college attain its certification, DocuShare (Intranet): a product from Xerox that permits secure (encrypted) centralized storage for faculty/staff files. MCN technical staff are encouraging faculty/staff to move most of their files into this resource.

{Milner Library}

Easy Proxy, a lot of enthusiasm behind the ILIAD project. Unit anticipates significant positive impact on the Library when this project goes into production.

{ORAT}

Summer Technology Institute (which had to be cancelled this year), one-on-one Help desk support that unit provides to their users, significant support to enhance student learning, effective support of a dual-platform environment (Mac and PC) and interconnectivity issues inherent in this environment

{Physics}

Unit's technical services generally work pretty well.

{President/Provost}

Registrar: On-line Application, IAI web site, Transfer Day appointment system, Web site for recruiters, custom web-based content, tracking system for people calling to the Registrar's office

Extended University: 2 public web sites (Extended University and InfoTech) have a lot of self-help content, on-line registration for Insurance Institute testing, specialized LAN services for community events and courses

Financial Aid: Intranet site that offers on-line training, documentation and forms

University College: Server-based Preview database

{SCS}

Home-grown solutions such as: Homework Wizard, on-line file manager, SCS web site with Help Desk integration

{SHAC}

Instructor folder flexibility, scanning services.

{Technology}

Streaming video - unit was given no budget to support this technology, but has made a lot of progress. Department would like to prepare video clips to help students learn process-oriented tasks, and is working toward a website organized by class with each instructor demonstrating tasks. Unit has been able to stream crisp images without undue consumption of bandwidth. Creative use of Ghost to reset computers quickly between classes in the Telecomm lab. Animation class was bogging down the server with large file storage, but the network performance has improved to the point that this is no longer an issue. Utilizing openSSL on web server, wants to offer help tools to students. Ability to isolate cluster traffic from regular network - a backend network was set up to allow equipment to talk to other equipment. Group disk quotas - very easy and convenient to administer and use.

{VPSA}

SHS - connections between CARS, clinical management systems & billing

SCS - help from ACS grad students, who have developed some great projects and web applications

UHS - Groupwise, Linux, Novell web services, homegrown applications, being able to restore lost or damaged files up to a year old, contract renewal program on the web

BSC - virtual event management system (web component), Simplex timekeeping

REC - purchasing off-the-shelf products to have support and no need to write their own, dynamic web information on web site, AD login scripts moved from 3 ½ -4 minutes each to 10 seconds using Kickstart

SA - Windows/AD migration, shut down NT domain, internal web sites, timely support

6. Talk about traditionally LAN-based services that you believe should be offered and supported centrally. Talk about the decision-making process that you would use when determining whether or not to support any given service at a central level.

{Applied Computer Science}

Unit feels centralizing some applications could be good for departments without enough support to run them on their own - possibly database, central email and calendaring already offered. Unit has set up several Meeting Maker accounts lately and those users are happy with it.

{AIS Systems Support}

Group Policy for labs and walkup stations, roaming profiles, development standards (common languages and practices so that projects can be taken over seamlessly), central security group/staff member to be a clearinghouse of security info and help guide incident response, central management of MS Exchange, and an AD testing environment.

{Biology/Chemistry}

Anything dealing with redundancy and contingencies (i.e. backups, UPSs). More cooperation without political expectations (would like to offer unique services to other units on campus without feeling pressure)

{Campus Technology Support Group}

STSS: Security Administration should be a centralized effort; better central coordination of copyright and legal violations

IWSS: Reliable server for hosting FrontPage web sites; offering web services for consistent access to back-end data

{College of Applied Science & Technology}

Unit cited WebCT as a good example of a project that began locally and then grew to the point that centralization made sense, mentioned the need for a better way to formalize the process of centralizing such an application. Unit also stated that email is best handled centrally, and they don't see the need for local email servers. The problems resulting from temporary funds from grant-funded projects running out but staff and services still needed were also mentioned.

{College Of Business}

Unit feels there is currently a good balance - central email is a robust system but local control for specific needs is possible through Exchange, internal web server makes the college more invested in their web offerings, they can add more web space as needed. Unit feels a central Exchange implementation is a good idea, and that fears of Exchange/Outlook-related virii may be exaggerated. The Help Desk, TechZone, the Bat Phone, and CTSS were also mentioned as central services that work well.

{College Of Education}

COE - ftp (for upload & download) - if LiveText were used campus-wide, COE's local ftp would be eliminated, campus solution for intranet mail- could be central or local, more features for faculty/staff needed, unit sees students as unwilling to use ilstu email

U-High - email central

Metcalf - email central

{Common ideas from all three units}

Web servers should be local & central, students should not have local space (COE offers this only as necessary), online course software should be central, database solutions central, desktop backup local, training local & central combination, tech support absolutely local, software purchasing central, classroom support central for University classrooms, physical security central, spam/spyware prevention central, wiring replacement central.

{College of Nursing}

E-Mail, Samba, virus/firewall, print serving, file sharing, database hosting, web/FTP hosting and end-user technical support

{Facilities & ISUPD}

Units feel that it is best anytime there is consistency across campus on technical issues, would like to see more cooperation and coordination in general among technical units. Backup and email were mentioned as good central services. Ideas for other good central offerings included a knowledge base of technical skills among staff, and a showcase of different technologies.

{LILT}

E-Mail services should be maintained centrally. Datastore, Help Desk, Backup Systems, VPN, ADSL are all working well at a central level. Would like to see I-Tools fully customizable (as it was in 1999). Universal training for lab assistants, standard classification/pay levels for lab managers

{Milner Library}

Server Backups - unit had to develop their own tape backup solution when a central solution was not available. Unit realizes central options are now available, but since they have devoted resources to developing an in-house solution, they will stick with current solution for the time being.

{ORAT}

Alarms in labs (and other similar spaces) should be negotiated and maintained at a campus level, rather than requiring each unit to secure their own agreements and equipment with an outside vendor. Network security device that trips when a high-theft item is unplugged

More software license pooling (for example, departments could pool fiscal resources to purchase several concurrent Photoshop licenses rather than each unit purchasing their own licenses). Along the same lines, consider offering several popular applications on a concurrent license arrangement at a central level.

{Physics}

Unit doesn't have much need for central services. They do not plan to join Active Directory, as it does not meet their needs. They do use Datatel as needed, but have to use Virtual PC in order to do so on their Macs. They do take advantage of Meeting Maker for those interested in calendaring, as well as the Palm conduits to it. Unit mentioned that a central key server for specific software, such as Mathematica, which they serve locally, could be useful.

{Presidents/Provost}

All units agree that server-level e-mail virus scanning should be offered centrally. Registrar further submitted that a ubiquitous calendaring solution would be very helpful on campus

{SHAC}

Single Signon, robust print solution, and Webmail should be central. Unit feels there is a real need for one good central unit where faculty could go for faculty web page development, that there are currently too many choices.

{SCS}

Centralized faculty/staff file storage not practical because of lack of space (SCS currently offers unlimited storage to faculty/staff). Latency across campus network also deterrent to centralized file storage. E-mail should be centrally maintained. Should improve WebMail's performance

{Technology}

Virus and spam scanning at server level, training for lab staff, training on new server OS, more wireless to allow secure access with laptops, campus security position, unit has had some trouble with DHCP. Unit mentioned that central services that seem to be working well include software purchasing, the Help Desk, and the Bat Phone.

{VPSA - all units}

Exchange, integrated email/calendaring (AD considered a good start here), Front Page extensions on main web server, Software Update (SU) server, RPM, central purchasing of software/OS, continue to move forward with e-commerce.

7. Should Research & Development be done centrally or at the department level? When do you reach the point of determining when projects should be researched and developed centrally? Why?

{Applied Computer Science}

Unit feels that some units could possibly benefit from central R&D on certain subjects, would like to see generally more collaboration on R&D for University-wide projects/needs. Unit mentioned that they had had difficulty in getting information on exact specifics regarding the AD implementation.

{AIS Systems Support}

Unit likes to see research take place in local clusters until an application set is standardized across campus, feels that we have moved closer to a "central research" concept with the AD Project. Unit also acknowledged that the research needs depend upon the audience - faculty, staff and/or students - and would like to see a repository of information on what other clusters are running, more sharing of knowledge.

{Biology/Chemistry}

R&D should be funded centrally, but departmental representatives should be included in the actual R&D. Windows 2003 is a good example of a product that should have been researched centrally when it was still an emerging technology.

{Campus Technology Support Group}

IWSS: Central model of research is more efficient

STSS: Pooling of resources, where R&D are concerned, can result in cost savings. Active Directory Team is a good example of collaboration and cooperation. However, departments should still have the flexibility to experiment and research initiatives of local interest

{College of Applied Science & Technology}

Unit feels local research is best for things specific to a unit's users. Unit also feels that communication through TSAC on such topics is uneven - clumps of communication reach campus tech staff, but it is not as pervasive as it should be.

{College Of Business}

Unit mentioned KANA as a good example of research that could not be accomplished at the local level. There is not a lot of interaction between COB and other clusters - unit feels a need to be able to combine research/exploration in some ways, but also need to be protective of staff time spent and the perception of others that the college has excessive funds available.

{College Of Education}

{Common ideas from all three units}

R&D should be done as a combination of central and local - ideas come locally, local tech staff(s) enhance them and then send on to central services as appropriate. WebCT, web servers and storage space are good example of this.

{College of Nursing}

When the cost of doing business is greater than the cost of the project, R&D should be performed at a central level. Additionally, when the impact of the project spans more than one unit, R&D should be performed at a central level. Specialized development should be done at the department level.

{Department of Technology}

Unit sees the benefit of R & D at both levels, believes it may make more sense for some projects to be researched centrally due to more resources and/or expertise in some cases. At the same time, however, the unit believes some projects are better served by local research, even if units end up doing different things - the analogy was drawn to faculty work, and this is good for students also.

{Facilities & ISUPD}

Units feel they have been successful in doing unique research and experimentation locally.

{LILT}

If the project is custom, R&D should be done at the department level. If it's global in scope, R&D should be done centrally. Mallard started local, but moved central once its use crossed local boundaries. Unit believes there's currently a good balance between those services maintained centrally and those maintained at the department level.

{Milner Library}

Projects that are specific to one unit should be researched and developed in-house. When a project has been developed locally, but the potential exists for wider usage, unit should approach central services and discuss options. Some central resources should be made available to the departments to assist in securing servers. This effort, at a distributed level, will help ensure the integrity of all campus computing resources.

{ORAT}

R&D should be conducted at the department level when projects/hardware/software are specific to the curriculum of that unit. Generally applicable applications related to curriculum delivery, such as WebCT and Lectora, are best researched centrally, with local input. Network infrastructure issues and other university-wide services should be developed centrally with input from the departments.

{Physics}

Unit feels that the key (and most difficult) thing here is gauging the level of grassroots need for an application.

{Presidents/Provost}

Registrar: Research should begin within the departments, but as the scope increases, central resources should be brought into the project

{SHAC}

Unit feels more central R&D time should be devoted to enterprise applications, to work out bugs prior to campus implementation.

{SCS}

If an application or initiative is needed within a department, research should occur there. Unit feels that you lose creativity and flexibility if all research is done centrally

{VPSA - all units}

Units feel that the level at which R&D takes places depends upon who will be utilizing the service or application - AD, wireless and the Fixed Asset Warehouse were mentioned here as examples.

8. In your opinion, what needs to happen to raise LAN-based services and technologies at Illinois State to the next bar?

{Applied Computer Science}

Overall more support for users (from the Help Desk to DSL connections), notification back from the Help Desk when virus-infected machines have been cleaned, network stability (unit mentioned it seemed like there were now more outages and network problems than there used to be, and that maintenance outages cause problems as people are working all the time and need their access, switch in their building was changed without prior notification), and generally better communications to end-users.

{AIS Systems Support}

Better communication between clusters is needed, also elimination of duplicate efforts - perhaps a central knowledge base or steering committee of some sort to aid in this regard. Unit would also like to see funding for training be equal across all clusters, as well as the pooling and sharing of in-house knowledge resources to help even out the widely varying skill sets seen all over campus.

{Biology/Chemistry}

Better communication among technology support units on campus - what are other units doing? What expertise can they offer? Unit would like to see the following: Central, stable authentication (i.e. LDAP and/or AD), Kerberos from AD, formal training, Internet 2 connectivity and Multicast (improving, but some problems still persist).

{Campus Technology Support Group}

Hire the campus-level Security Administrator position. Offer additional training for techs and certifications for end-users. Offer more ISU-specific group training from off-campus resources (i.e. LRS, Training Channel, etc.). Have a keynote speaker at TTUG to cover one topic in-depth. Provide more money to upgrade hardware in Advanced Technology Classrooms. Create a Tech White Pages - what does everyone do on campus? Who's interested in what? Who's responsible for what services? The AD Team model (distributed representation on campus-wide projects) should be repeated in other scenarios. Encourage more cross-department collaboration. Offer formal training for new tech staff. Recognize and encourage earning industry certifications (including having the University fund exams). Create a mentoring program for other techs on campus.

{College of Applied Science & Technology}

A 24 x 7 Help Desk, permanent funding for staffing, and a central Security person assigned specifically to help with patches, incident response, etc.

{College Of Business}

Better and more specific information on what each branch of central tech services provides, ability to participate in portal programming to some degree, more networking among clusters to push rather than pull information about potentially common projects and development. A "brag" page where each cluster listed current projects and accomplishments, updated once a semester, was suggested.

{College Of Education}

{Common ideas from all three units}

More funds, better coordination, specific vision statement from administration of priorities with funds to support it, support of administration, and training. COE had specific suggestions related to wireless networking, feels the current policy is too restrictive. Unit would like to see temporary mobile wireless classrooms, and has faculty begging for them in classroom spaces. They are weary of the cost recovery argument against proceeding with this type of wireless coverage, and feels that a teacher presentation model is being used at the cost of student integration.

{College of Nursing}

Centralized technology support and operations and infusion of dollars into technology support.

{Department of Technology}

Unit would like to see Citrix/terminal server implementation to some degree on campus, as well as access to tech forecasts or Gartner Group reports to help avoid mistakes.

{Facilities & ISUPD}

Units expressed frustration with level of cooperation among technical units, and feels that our missions are the same and we should all be heading in the same direction without unnecessary roadblocks in the way. They would like to see more sharing of technology, and less duplication of efforts and data. It was also mentioned that AIS needs to be allocated more resources, and that the staff needs to adapt to new technologies. The ideas of a campus-wide project database and SU server were discussed again here.

{LILT}

Desktop mobility. More personnel information and services should be available on-line (i.e. HR/benefits/demographic data). Unit would like centralized authentication.

{Milner Library}

Unit feels University needs more money for critical software (i.e. full version of WebCT) and more training for technical staff. "Security Administrator" position that was recommended should be hired. Unit believes we could see instructional improvements by networking classrooms and bringing Internet 2 to campus.

{ORAT}

All classrooms should have network connectivity. Create pre-populated e-mail distribution lists that are maintained centrally. Replace older buildings. Faster network connectivity to the desktop (infuse considerable new capital into TNSS's budget, but not at the expense of the departments). Infuse new resources into CTSS so they can adequately replace and support aging equipment. Unit believes there should be more development of open-source solutions.

{Physics}

Unit would like to see more standards-based development, non Microsoft-based LDAP, more focus on departmental or college autonomy than central services, more coordination between clusters with similar interests (such as Biology, Chemistry, Geology-Geography or Math) and for campus to move away from a central focus on Microsoft (focusing all efforts on one vendor).

{Presidents/Provost}

Registrar: The continued collaboration between CTSG and AIS with increasing future collaboration so that university constituents have seamless access to campus-level technology resources; Increase password length and strength; software standards that are adhered to

Extended University: Alternatives to Microsoft software

Financial Aid: Standard software and increased training opportunities for technical staff

University College: Standard software and increased training opportunities for technical staff

{SHAC}

Funding (expressed specific concern over "funny money" structure for funding Telecommunications charges which leads to problems with flexibility, questioned appropriateness of spending money on

the iCampus portal right now). Unit felt that ISU was behind the curve in offering email nicknames, and is concerned about promoting laptop usage for all faculty/staff due to support issues.

{SCS}

Improve network infrastructure (i.e. 100MB to the desk). Improve communications between on-campus technicians (TTUG Social is a very good idea for new techs). Continued R&D and testing to keep innovation fresh. For new techs: manual for who does what on campus (include interests of each technician so communities can be formed)

{VPSA - all units}

More funding, training, and release time for technical staff involved in implementing enterprise applications.

9. Talk about your unit's interest, if any, in a suite of messaging services (i.e. integrated e-mail, calendaring, collaboration, workflow, etc.). Base this discussion on the business merits and not on technical issues (such as deployment and support issues).

{Applied Computer Science}

Unit uses Lotus Notes for messaging - some faculty use, some use the Eudora/Meeting Maker combination. Unit feels some users don't want to learn anything new. They have not used Exchange due to the concern over virii targeted at Outlook, are interested in taking a look at the SunOne messaging suite. Unit stated a possible interest in being part of a central messaging solution.

{AIS Systems Support}

Unit is implementing a messaging suite (Exchange). The big benefits the unit sees or would like to see in this product are common calendaring, common IM, common email, workflow, project management, filtering email, spam, and pop-up windows, access from home, and integrated voice mail.

{Biology/Chemistry}

Current Exchange implementation relies heavily on e-mail and calendaring, along with web-based e-mail. Unit is potentially interested in Passport-enabling LDAP accounts and has a big interest in Instant Messaging

{Campus Technology Support Group}

Interested in a centrally-managed, University-wide calendaring solution (that includes all faculty/staff/students). One person mentioned a strong interest in a suite of messaging products; another suggested best-of-breed is more desirable than an integrated solution. STSS suggested that corporate IM is not practical for the student population

{College of Applied Science & Technology}

Unit has very little interest in a messaging suite, and stated that they would have to be convinced that the benefits to users outweigh the pain of retraining them. There is little perceived need in part due to an unsophisticated user base and presence of many small offices in the college that would not take advantage of such as suite of software. The unit does see uses for IM in their environment.

{College Of Business}

Unit would like to see more flexible calendaring, has some dependence on AIM as all advisors use it daily to communicate with receptionists about student appointments. Unit felt messaging was "too broad" for the college, but does see some benefit without specific needs in mind. Unit has no experience with collaboration technologies, but sees potential for use. It was mentioned that faculty do not like the perception of claims on their time that calendaring brings. A TTUG presentation

aimed at what faculty could do with messaging was suggested. It was also suggested that a central Exchange implementation team could be developed along similar lines as the AD Team.

{College Of Education}

{Common ideas from all three units}

Units would like to see one program, one interface, a standardized IM client, integration with LDAP/AD, public folders, integration of email/calendaring (i.e., for things like integrated equipment checkout with calendaring), integration with other Microsoft products, and an intranet email solution. Unit is interested in Exchange, and mentioned that the Outlook client is covered by the Microsoft Campus Agreement, and that Outlook blocks .exe & .scr files.

{College of Nursing}

MCN is very interested in universal calendaring. Unit is also interested in collaborative technologies and group-based Instant Messaging. MCN is currently using workflow technologies (DocuShare).

{Department of Technology}

Unit feels that the users within their area that would have interest in a message suite are administrators, PDA or Outlook users, and/or researchers collaborating with others (about 3-4 in Technology Dept.). It was mentioned that they had not had a lot of questions regarding this.

{Facilities & ISUPD}

Unit sees advantages and disadvantages of Exchange, would prefer to see it administered centrally. Unit sees cost-effectiveness and benefit to the distributed access provided. The need for IM and a generally reliable service was stressed here.

{LILT}

Interested in Exchange + Outlook + Active Directory. This combination would make interactivity with various components and applications easy. Central implementation preferred so long as departments can have some local control over distribution lists and basic configurations.

{Milner Library}

Unit has an Exchange 5.5 implementation and unit/users like several features: public calendars, public folders, listservs linked to public folders and specialized e-mail accounts. Unit would be further interested in this initiative if there was support at a campus level. Unit is also interested in a campus-wide calendar.

{ORAT}

Unit sees good use from a teaching perspective, but not necessarily from an administrative perspective. However, it has questioned whether faculty would embrace this new technology. This service is not seen as essential at this time.

{Physics}

Unit does not see email and calendaring as services that need to be connected in a messaging suite. One faculty member in the unit uses IM, and the students use AIM. The unit does see a need/use for tying Meeting Maker into LDAP, and does its collaboration by phone in general.

{Presidents/Provost}

Registrar: Unit has a big interest in an integrated messaging suite of services. Unit also has an interest in CRM; believes emphasis should be put on the KANA project

Extended University: Unit favors secure ubiquitous IM solution and/or user awareness of inherent security limitations of IM.

University College: Interest in the technologies so long as unit can harvest statistics from whatever calendaring package is chosen

{SHAC}

Unit feels Meeting Maker is fine and there is no need for Exchange. They currently have no interest in a messaging suite. Their users don't like receiving email or using a calendaring solution, and unit feels they wouldn't use a messaging suite. If a messaging suite were to be offered, the unit felt it should be done centrally. It was mentioned that Outlook is too exploitable, but does offer new features. Unit is also concerned about issues with Eudora, including lack of foreign language component, and blue screen error that truncates the Inbox.

{SCS}

Interested in Instant Messaging at an enterprise level. Any messaging suite must be cross platform (including the web)

{VPSA - all units}

Units are very interested in a suite of messaging services, Exchange in particular.