CIO Report

IT Council
The new IT Council is now meeting on a monthly basis. Our first agenda item is orientation of the group to “IT@UO.” We will then begin to explore ideas for major IT projects over the next several years. Those who would like submit ideas for us to consider, may send them to cio@uoregon.edu.

Computing Center Machine Room Upgrade
Work has begun to upgrade electrical, cooling, and UPS capacity, as well as perform asbestos abatement and seismic bracing. We expect to be a construction zone for the next several months. Micah Sardell (msardell@uoregon.edu) can give more specific information on the project if desired.

Allen Hall Basement Addition
The addition to the Allen Hall academic building is being designed with a full basement. The current plan is to utilize this space for a server room when it is completed in the fall of 2012. Don Harris is working with the CAS Deans to determine the operational parameters for this space.

Data Warehouse/Business Intelligence
Initial funding was provided to begin work on this project. The first step is to hire a project manager, and then to prepare a request for proposals from vendors. Frances Dyke, Don Harris, and Brad Shelton are the project sponsors, with Brad (shelton@uoregon.edu) taking the lead role.

Other Strategic Initiative Projects
Academic Affairs: Russ Tomlin was given funding to automate many processes in the Academic Affairs office. Don Harris and Susan Hilton are working with Russ Tomlin and Ken Doxsee to explore implementation of workflow and imaging for the sabbatical leave request as our first project in this area.

Scheduling/Calendaring: Robin Holmes was given funding to implement an enterprise scheduling and calendaring system. Don Harris and Susan Hilton are working with Robin Holmes and Roger Thompson to acquire “25 Live” and explore the functionality of this product, along with other resources, to address the needs of Student Affairs, Enrollment Management, and others.

Steelcase Space Design Trip
A group representing the College of Arts and Sciences, University Libraries, Facilities, Advancement, Academic Affairs, Student Affairs, and Information Services, has been exploring the design of learning spaces at the university. They recently visited Steelcase University and engaged in an exploration of technology rich learning environments. Helen Chu (helenc@uoregon.edu) can provide more information if desired.
New site licenses: SPSS and JMP
Will be available for winter terms and are currently in contracts and purchasing for approval. Thank you to the Site License Advisory Group for completing this.

IT/IS Site Launched
Reminder to get your IT content in as until that is provided you will not be listed as a service provider. Questions should be referred to Derek Wormdahl or Jessie Sedwick at web-dev@lists.uoregon.edu.

UO Docs Launched
We are already inundated with user training requests and are open to suggestions for train the trainers’ sessions if you are interested in helping users in your area.

Web Site Lite
This is WordPress for quick and easy sites. We have 25 hosted sites to-date with sites being available in about 5 minutes after your domain name is received.

Qualtrics Status
This has been extremely successful with over 300 survey writers and 15k in responses.

Enterprise Administrative Services Updates

25Live Update
Paperwork was submitted to purchase 25Live. The group overseeing this will identify a timeline as soon as we know the product will be approved through Purchasing.

Data Warehouse Project Update
We are currently pursuing the SunGard solution and enterprise data warehouse via a sole source purchase and expect to be able to purchase the product by the end of Dec 2010.

Workflow
The UO owns Banner Workflow but has never deployed it due to the high learning curve. We are evaluating this as there have been many related requests for a product like this.

DWH Project Manager
The small project oversight group, (Brad Shelton, Laura Hubbard, Sue Eveland, Marianne Nicols, Susan Hilton) has made a strong recommendation to hire a project management with no ties to the project but experience in these areas. The project manager will be located with Brad Shelton. One of their main roles will be to identify needs for training and long term sustainability as well as help identify policies that need to be developed.
Systems and Operations Updates

IS Data Center Updates
IS is in the midst of a fast track remodel of the primary data center space, 180 CC. Preliminary efforts began in 2009, with the project budget around $4 million. The construction will be performed in two phases: Asbestos Abatement including fireproofing on structural steel and construction. The completion date for the full remodel is April 30. While this is a short timeline for completion, this should accommodate the research equipment for Al Maloney’s grants, provide us fully redundant power with failover capability, new redundant air handling, accommodation of high density equipment and power requirements.

Active Directory Updates
Phase 2 of the Active Directory project is next. Systems has completed all the necessary steps to support Likewise which meets Systems’ goal of extending AD functionality for non-windows platforms. This will allow a user to use DuckID credentials to log in and add management capabilities that are not necessarily available with AD integration. At this time departments will be responsible for purchasing their own Likewise licenses but Systems is in the process of negotiating bulk education pricing at a discount of 75%. Goal of decommissioning all existing AD domains by fiscal year end remains. If you have not set up time to discuss domain decommissioning please contact Dylan Wiggins at dylanw@uoregon.edu

Exchange Updates
Systems has developed a deployment timeline which is under internal review. After internal review it will be shared with IS, then with the AD committee and lastly with the IT community at large. This will be completed by the end of December.

Network and Telecommunications Services Updates

OSU Steam Tunnel Updates
An electrical fire in a portion of OSU’s steam tunnel damaged steam and chilled water lines as well as electrical, fiber and telecom cabling. Hazmat teams worked Thursday/Friday and then other teams were able to access the area. Power has now been restored to campus but 12 buildings remain without phone service. In excess of 3,000 pairs of phone wire were damaged and they are very difficult to find replacement cables of that size. The UO has loaned OSU fiber splicing and wireless issues, however OSU does not expect to be able to fully restore phone service until Christmas.

Distributed Antennae System
This project is meant to improve cellular coverage for all of campus with the initial phase focusing on the Matt Knight Arena, Knight Library and Autzen Stadium. Due to contract negotiations this is delayed. The work will not be completed by the opening of the Basketball Arena as previously anticipated. Verizon phones will have adequate service, but AT&T phones will not. The target date to have the system operational is late summer. The second phase of this project will be to improve coverage on campus in general.
**Security**
NTS continues to see virally infected machines on campus mostly caused by out of date software on the system, including outdated Java and Adobe products. Secunia PSI shows how many pieces of outdated software are on your computer and NTS is reviewing licensing a version for the UO that would empower System Administrators to run it for all systems they are responsible for.

**Other Updates**

**Blackboard Update**
Blackboard has been in use since 1999 and provides a port for a large amount of instructional activity which is accessible by all faculty, staff and students. Currently the Library is providing these services in close collaboration with IS. Growth of use in the system has continued with around 1 billion hits on web server this term. The Blackboard system has proved reliable with exception of a browser compatibility issue this fall which has been resolved. We completed our first survey with 1500 invites sent and 500 responses received. Mixed attitudes in the responses showed that Blackboard is heavily used with satisfaction being good. However, ten percent feel strongly that CRMs are a disaster for higher education. We are receiving some pressure from the community to evaluate and open course management system.