Promoting Innovation: Progress Updates
April 2014

This document lists progress updates as of April 2014 for the action items in Promoting Innovation: The University of Maryland Information Technology Strategic Plan, which was published in January 2013. For additional information, visit www.it.umd.edu/ITstrategy.

Recommendation 1: Information Technology Resources (Physical Infrastructure)

The University of Maryland should build and maintain a sound, advanced, secure, and productive physical information technology infrastructure (including but not limited to facilities, hardware, networks, and software) capable of supporting broad and effective use by students, faculty, and staff throughout the institution, including remote university members such as agricultural extension offices.

Action Item 1.1: Campus Data Centers

- The Cyberinfrastructure Center became operational for colocation in January, 2014.
  - The Division of IT leased vacant data center space near the M Square Research Park;
  - 1,800 sq. ft. has been allocated to for academic units to house their own equipment and 1,800 sq. ft. to the Deepthought2 HPC (High-Performance Computing Cluster).
  - This space provides uninterruptable power supply (UPS) and generator service.
  - It is remotely monitored 24/7. Please see www.it.umd.edu/cc for more information.

Action Item 1.2: Media Management

- Requirements and a statement of work were sent to Procurement 12/13 and an RFP will be issued early in 2014.

Action Item 1.3: Digital Storage/File Sharing

- Capacity in the multi-tier Network Attached Storage infrastructure was increased in January 2014 to a total available storage of 1 Petabyte across the Primary Data Center and Secondary Data Center. This infrastructure is currently being used by multiple campus departments, including Athletics, Behavioral and Social Sciences, Architecture, and University Relations.
- Box.com was implemented during the Fall 2013 semester, providing 25 GB of cloud storage, self-managed file sharing and collaboration for all UMD constituents.
  - This service also allows for collaboration with people outside of the University of Maryland.
  - Account storage was increased to 50 GB in January 2014.
- Box organizational/group accounts, which can be administered and allocated by departments, were made available in January 2014.
- A cloud storage management service for use in labs and selected classrooms is currently being tested. The service will allow users to access their cloud and local storage in a single interface, alleviating their need to carry files around to labs and classrooms.
Action Item 1.4: Unified Communications

- The Division of IT analyzed the current communications infrastructure and is in the process of determining the effectiveness and useful lifespan of each system.
  - A survey was distributed and analyzed to determine priority and desire for new or enhanced Unified Communications tools.
  - A Request for Proposal (RFP) has been issued to determine the various Unified Communications systems that will be implemented for the campus environment, with specific emphasis on core components, such as the phone system.
- Adobe Connect for Web-based collaboration introduced to campus.
- UMD Conference Call Service for telephone conference-calling capabilities was introduced in late 2013

Action Item 1.5: Network Refresh (1.5a) and MAX Refresh (1.5b)

1.5a: Network Refresh

- The Division of IT is still on schedule to finish the Network Refresh Project in August 2014, including upgrade of the campus wireless network, data centers, and network core.
- Through the project, the division is now providing 1-Gbps connectivity to computer desktops in academic and administrative buildings, 100-Mbps connectivity to computer desktops in the dormitories, and 10-Gbps connectivity to the campus data centers and network core.
- The division recently assumed responsibilities for the campus cable network and initiated the replacement of the legacy analog head end/distribution system to a newer digital system.
- The fiber optic footprint continues expanding, connecting several local off-campus departments to our telephone and data networks.
- The division has initiated the Network Refresh of several buildings at the Shady Grove campus, as well as improved campus fiber redundancy and high bandwidth (10 Gbps) between the two campuses.

1.5b: MAX Refresh

The Division of IT continues to work on the refresh and upgrade of the Mid-Atlantic Crossroads (MAX) regional network. The MAX network connects federal, university, and corporate research laboratories in the Washington D.C. and Baltimore metropolitan areas to the high-performance research and education regional and national infrastructure. The MAX upgrade includes multiple 100-Gbps connections to the wide area network Internet2, upgrade of all eleven MAX Points of Presence (PoPs) to support 100-Gbps participant connections, new PoPs in the life sciences research corridor in Shady Grove, MD, and direct connect to Amazon Web Services. This network upgrade is on track to be completed by the end of the first quarter 2014. As a result of this network refresh, the MAX regional network will be one of the most advanced regional networks in the country.
Action Item 1.6: Wi-Fi and Cellular Coverage

- **Wi-Fi Coverage**
  - Network Refresh continues to improve wireless coverage in campus buildings by adding resources and improving designs of existing implementations.
  - The Division of IT has deployed approximately 300 of the latest generation (802.11ac) access points in several buildings. The newer access points provide 1.3 Gbps compared to the existing at 450 Mbps.
  - The division has concluded an outdoor wireless survey and design. Pending approval from the Facilities Council, the division will deploy 200 mesh access points providing more comprehensive campus coverage outside of the buildings.

- **Cellular Coverage**
  - The Division of IT has been working closely with our cellular vendors to improve coverage on campus.
    - Comcast Center – complete indoor coverage (Spring 2014)
    - Van Munching Hall – complete indoor coverage (Complete)
    - AT&T – installing new Macro Cell Sites (Spring 2014)
    - AT&T has surveyed more than 100 buildings and is in the process of design for an “Outdoor Distributive Antenna System.” This project will significantly improve cellular coverage throughout campus, installing hundreds of smaller antennas to distribute signal. (Winter 2014)

Action Item 1.7: Guidelines for Cloud Services/Cost Reduction through Partnerships

- A framework for purchasing SaaS/Cloud-based services has been shared with division staff members who have been engaged in rollout of remotely hosted services. This document will be the basis by which the project groups continue implementation of this action item.
- In association with Action Item 6.8, the division is developing approaches for implementing hybrid cloud computing (combination of local and third party) for Web content.

Action Item 1.8: Anytime/Anywhere Remote Access

- The University of Maryland is partnering with Adobe to implement the Creative Cloud for Enterprises, providing UMD students, faculty, and staff remote access to Adobe products offered under the UMD enterprise contract.
- The Division of IT has contracted with Box.com for a new cloud-based service for UMD students, faculty, and staff. The new service provides access to cloud storage that allows the user to set file share permissions, offers collaboration among users, and provides 50 GB of cloud-based file storage that can be accessed by any device, anywhere, at any time.
- TERPware is another new service that was implemented to provide faculty, staff, and students with anytime, anywhere download access to software procured for the university.
Action Item 1.9: Broad Software Licensing

- Several licensing agreements have been established, including agreements with Adobe and Microsoft. TERPware provides free, online access to these product suites, along with approximately 44 other titles.
- Additional opportunities are being considered through cooperative purchase agreements through NET+ and the Committee on Institutional Cooperation (CIC).

Action Item 1.10: Integrated Identity Management System

- A needs analysis is currently under way.

Action Item 1.11: IT Sustainability

- Working with Facilities Management and Mechanical Engineering/Center for Advanced Lifecycle Engineering, an energy audit was performed in the Primary Data Center (PDC) resulting in efficiency recommendations creating real energy and financial savings for the university. The first recommendation, to shut down two cooling units in the PDC, has been implemented, resulting in an expected energy savings of over $10,000 annually. An incremental increase of the return air set points on the PDC cooling units is underway that is expected to save an additional $10,000 to $15,000 annually.
- Now in the second year of the data center energy audit project, the model developed during the PDC audit is being applied in an audit of the Secondary and Research Data Centers. We anticipate recommendations for these data centers that will further university sustainability goals. This data center energy audit model, developed and tested in Division of IT data centers could then be applied in other IT facilities across campus.
- The Cyberinfrastructure Center will help consolidate a currently distributed research IT hardware energy load. Currently much research IT hardware is housed in makeshift facilities within academic and administrative buildings not designed to efficiently house IT hardware. By centralizing research computing on Deepthought2 and/or in the colocation facility while shutting down the inefficient spaces, the overall efficiency of the campus IT facility footprint should improve.
- We are also looking into power management tools for desktops and managed labs.
- There is an ongoing initiative to increase the percentage of servers that are virtualized across the Solaris and Linux environments, resulting in less hardware consuming energy.

Recommendation 2: Information Technology Resources (Support and Enablement)

The University of Maryland should develop and maintain a robust, multi-tiered staff support environment that meets the diverse levels and specific needs of the university community so that community members can effectively use the university’s abundant technology resources.
Action Item 2.1: Leveraged Support Model (Campus-Wide)

- Small college and large college academic IT directors meetings have been combined into one academic IT meeting.
- The Division of Information Technology Mobile Device Management (MDM) project has brought together division and unit IT staff to evaluate technology and develop a service that will function by utilizing a distributed management structure (i.e., all participants use the central MDM software/infrastructure but independently manage their devices).
- To enhance resources available to support personnel at Maryland, the university has joined the HDI Higher Education Forum/Leadership Connection. In addition, the Division of IT’s managers of client support staff will be attending the HDI national conference and will begin to attend the local chapter meetings. HDI is the worldwide professional association and certification body for the technical service and support industry.
- The Division of IT is reaching out to local IT groups to better understand their operations and to document external contact information.
- The Division of IT is partnering with the comptroller’s office to provide Tier I and Knowledge Base support for the Kuali Financial System.

Action Item 2.2: Streamlined Service Access for UTCC

- A phone number that by-passes the standard help desk process during regular business hours was created and shared with the University Technology Coordinating Committee constituents. In addition, the Network Operations Center hotline and the IT Operations number were shared with UTCC for after-hours use.

Action Item 2.3: Identify Campus-Wide Subject Matter Experts

- A leveraged support model is being developed for content management tools (e.g., Sharepoint and Drupal). Several Division of IT staff members have received “power user” training and will be able to consult with clients or refer them to a broader group of campus experts when necessary.
- IT Help Desk full-time staff members are enhancing their skills in order to function as a true Level 2 support staff able to resolve more specialized questions without needing to escalate to other groups. They are now providing assistance for use of Microsoft Office, Visio, and Adobe products, as well as installation support for SPSS, Mathematica, and MATLAB.

Action Item 2.4: Service Catalog

- A division team reviewed service catalogs from a number of universities and developed functional and technical requirements for a UMD catalog. Service information has been collected and edited.
- A vendor was selected to build the catalog as part of a redesign of the division’s website. This project started in January 2014 and is expected to be completed by June 2014.
Action Item 2.5: Formalize Career Paths

- The Campus Information Services group (phone operators) is in the process of refocusing. Several current staff are being trained for a new IT Assistant position within the Help Desk. This will provide a new career path in information technology.

Action Item 2.6: IT Staff Development

- Lynda.com was procured for campus training needs and was made available at UMD in late January 2014.
- Access is now available to the Microsoft e-academy, as provided under the university’s Microsoft enterprise license agreement.

Action Item 2.7: Garden of Architectures

- Dell has been contracted to perform an Efficient Enterprise Assessment. The assessment will include an end-to-end analysis of the Division of IT’s technical architecture within its Support and Infrastructure group. The assessment will focus on level of complexity in the environment based on internally developed industry standards and an analysis of customer cost of IT service delivery. The detailed understanding of current operational processes and related support costs will enable Dell to make actionable recommendations that, when implemented, will result in a substantially improved (efficiency, effectiveness, cost alignment), simplified future mode of operations.

Action Item 2.8: Expanded Presence at Orientation (2.8a) and Online Information (2.8b)

- A new Division of Information Technology Service Catalog project will result in service information in an online resource and common format.

Action Item 2.9: IT Accessibility Standards and Guidance

- The division is actively participating in several accessibility groups and committees, including the Student Affairs Accessibility Committee, the EDUCAUSE IT Accessibility constituent group, and the CIC Accessibility Committee.
- In conjunction with Action Item 9.1, the Campus IT Accessibility Working Group held its kick-off meeting in December 2013.
Recommen
dation 3: Scholarly Enablement

The University of Maryland should develop and enhance the information technology resources that, through effective, innovative, and extensive use by faculty in teaching, enable students’ scholarly achievement.

Action Item 3.1: Blended and Online Education

- The Division of IT continues to support multiple options for pedagogically based technology innovation for teaching and learning. During 2013, the division strengthened and modified a number of offerings:
  - Innovations in Teaching and Learning Conference co-sponsored with CTE;
  - Learning Technologies Institute for face-to-face and online content for current, new, emerging, and cutting edge technologies;
  - Brown Bag discussions on best practices lead by faculty;
  - “How do I…?” Webinar series on discreet topics of new and emerging learning technologies;
  - SLOAN-C workshops online for blended and online learning; and
  - Online webinars and workshops sponsored by ELI, NMC, Campus Technology, and others that bring in faculty for topics in contemporary advances and challenges in higher education.
- Course development teams in collaboration with the University Libraries are providing assistance to faculty in the creation and delivery of their Coursera MOOCs.
- Tea Time Tech Talks were introduced in Fall 2013 to provide a relaxed informal atmosphere to allow for faculty-focused conversations on relevant topics in teaching and learning in collaboration with University Libraries.

Action Item 3.2: Classroom Technology

- The Division of IT is operating at full capacity for current staffing levels to support the 254 general purpose classrooms outfitted with technology on campus.
- There has been an influx of STEM funding to support upgrading approximately 70 rooms to support the technology needs of STEM classes. Temporary funding has been secured to hire two additional AV technicians to support the installations in the STEM-funded rooms.
- The Edward St. John Learning and Teaching Center is on track to open in Fall 2016, and all of the classrooms in the building will provide opportunity for innovation and collaboration.
- Renovations of current classrooms and old spaces like the Tawes Theater are planned to help prepare faculty for the innovative classrooms designed for the new building.
- Funding has also been secured for upgrades in the Jimenez technology classrooms to support the CIC course share initiative.

Action Item 3.3: Next Gen ELMS Deployment

- Instructor support of ELMS: http://elms.umd.edu/page/instructor-support
- Student support of ELMS: http://elms.umd.edu/page/student-support
- The ELMS Management tool continues to be developed to provide better access for faculty and staff to support their own courses or the courses in their departments.
- Work continues to create knowledge articles to provide easy access to support materials for campus constituents.
- The Division of IT has engaged Instructure for Canvas Tier 1 support to provide a 24x7 access to phone and online support for Canvas in addition to the direct support offered to faculty and students.

Action Item 3.4: Develop Strategy for Defining and Implementing Campus Learning Environments

- To support the concept of anywhere anytime learning with ELMS (UMD’s Enterprise Learning Management System powered by Canvas) as the foundation, the Division of IT has engaged numerous vendors to provide integrations through Canvas (ELMS) to support a wide variety of learning experiences, including Learning Objects for collaborative and peer interactions, ShareStream and Panopto for multimedia sharing, and Turning Technologies for instructive student response.
- We will continue to create integrations that support the learning goals of our faculty, including Qualtrics, Adobe Connect, and Box.
- Based on student surveys and focus groups, the division is collaborating with the libraries to create an informal learning environment for students, as well as exploring innovative, flexible instructional computing spaces.

Action Item 3.5: Remote Tech Assistance for Classrooms (3.5a) and Streamlined Pre-Class PC Setup for Instructors (3.5b)

- The teams responsible for implementation and support of classroom technology are reviewing their processes and associated support technologies.

Action Item 3.6: Professional Networking (3.6a) and Conference Presentations (3.6b)

- The Division of IT recently became an affiliate of the Future of Information Alliance at the University of Maryland.
- The Assistant Director of Learning Technologies and Environments is now the President-elect of the Consortium of College and University Media Centers.
- The Deputy CIO of Support and Enablement has been named as an Ex-Officio from the Division of IT to the Educational Affairs Committee of the faculty senate.
- The Director of Learning Technologies and Environments is a member of the General Education Implementation Committee and represents the university to the New Media Consortium. He has also served on the program committee for the EDUCAUSE Learning Initiative annual conference and their Focus Session on MOOCs.
− Some Division of IT staff members regularly participate in numerous conferences and meetings including presenting on topics from mobile learning, to blended course development, to using lecture capture, to learning in the cloud, and more.
− Under Division of IT leadership, the University of Maryland has joined the HDI Higher Education Forum.
− The Division of IT actively participates with EDUCAUSE, which is a nonprofit association whose mission is to advance higher education by promoting the intelligent use of information technology.
− The Division of IT is an active member of Internet2 and the Committee on Institutional Collaboration.
− The Division of IT actively participates in the Learning Technology Consortium, a group of nine schools that focus on the use of technology for teaching and learning.

Action Item 3.7: Experimental Classroom

− No progress to report.

Recommendation 4: Research Enablement

The University of Maryland should develop and maintain plentiful information technology resources that enable and advance discovery and support innovation, collaboration, and entrepreneurship when effectively and broadly used by faculty in research.

Action Item 4.1: High-Performance Computing/Cyber-Infrastructure

− It was decided to centralize support options (facilities, sysops, sysadmin) to be made available for other campus HPC researchers. The Division of IT is partnering with colleges to pursue a holistic approach to provisioning Deepthought2 with 300 teraflops and 1 petabyte of usable storage. The cluster will be available in June 2014. It is expected to rank the University of Maryland among the top university systems in high performance computing.

Action Item 4.2: Research Tools, Services, and Support

− When Deepthought2 is launched, additional research tools will be available, including MATLAB plus other resources to help make using the cluster easier and to help in solving computational problems.
− An HPC Boot Camp will be offered in late May and early June.
− As part of the Campus Visualization Partnership, the division offered a lecture series during the Spring 2014 semester with speakers from both inside and outside the university.
− The division awarded three matching grants up to $7,500 to researchers for visualization stations and software to further the use of visualization around the university.
Action Item 4.3: Research Social Web

– No progress to date. Expertise@UMD does list high-performance computing as a search term.

Action Item 4.4: Identify and Engage Funding Partners

– We are working with the University of Maryland, Baltimore as part of the MPower initiative to increase collaboration among researchers at the two institutions. Use of one another’s high-performance computing facilities is in the early stages of planning.
– The state has provided funds for The Johns Hopkins University in collaboration with the University of Maryland, College Park. The cluster will be housed in Baltimore, MD. This large cluster will offer further computational power to our researchers. Deepthought2 will also offer computational power to JHU researchers providing more collaboration opportunities. Planning for the facility and cluster is underway. It is expected to be operational in late 2014 or early 2015.

Action Item 4.5: NSF/Policy Compliance

– University Libraries has developed a site (http://www.lib.umd.edu/data) and practice to help researchers develop data management plans. The division is acquiring backend storage to support.

Recommendation 5: Student Experience

The University of Maryland should provide and support plentiful information technology resources in the living and learning environment that enable and enrich the broader experiences of students’ innovation when used effectively and profusely.

Action Item 5.1: Wow Factor

– No progress to date.

Action Item 5.2: Student Technology Refresh

– A student advisor group is used to advise the Vice President of IT on expenditure of technology fee dollars. The procedures for submitting Tech Fee proposals were streamlined with an online process led by the Division of IT.
– The division participates in the annual EDUCAUSE ECAR survey of students and their experience with information technology. Data from UMD and other participating institutions sheds light on basic institutional IT services and pedagogical practices and helps the university to understand which innovations students value the most.
Action Item 5.3: Provisioning Student Tech Needs

- An Enterprise License Agreement (ELA) for Microsoft Windows and Office products for students was completed during the summer of 2012. To date, there have been more than 53,000 Microsoft downloads, representing savings over educational pricing of more than $4.5 million and over retail pricing of more than $12.75 million.
- Adobe creative software was made available for download to faculty, staff, and students at no cost. As of December, 2013, there were 29,528 Adobe downloads, representing savings over educational pricing of $11.75 million and over retail pricing of $31.75 million.
- In cooperation with University Libraries, the division opened a new facility in McKeldin Library, which includes the Academic Computers for Terps warranty repair facility, Help Desk operations, and a Terrapin Technology Store display area where campus community members can explore, learn about, and purchase the latest technologies.
- Site licensing was negotiated for Red Hat Enterprise Linux Operating System software, which is now available to all campus constituents at no cost.
- The division is working with departments individually and collaboratively on broad-based software license agreements that are applicable to various disciplines. One example is Lynda.com, which is a collaborative effort of University Human Resources, University Libraries, and the Division of IT. Lynda.com provides online training with thousands of courses, spanning a wide range of disciplines.

Action Item 5.4: Student Tech Proficiency

- The division, in collaboration with University Human Resources and University Libraries has procured Lynda.com, a service that provides access to online training for UMD faculty, staff, and students in order to learn software, design, and business skills to achieve their personal and professional goals.
- The IT Knowledge Base is a growing resource where students (and faculty and staff) can find how-to articles on the spectrum of technologies used at the university. Its development is an ongoing effort, currently with more than 800 entries.

Action Item 5.5: Physical Computer Lab Consolidation Strategy

- No progress at this time.

Recommendation 6: IT and the Enterprise

The University of Maryland should develop and maintain plentiful information technology resources and develop (or acquire) and deploy (or arrange for) information systems, applications, and tools that enable the effective and efficient function of the university as an enterprise.
Action Item 6.1: Financial/Lifecycle Model

- Substantial progress has been made on the assessment and review of administrative computing systems including lifecycle and risks. A draft document to aid the Enterprise Systems Working Group’s (created under Action Item 9.1) system assessment has been started. Staffing and support plans for current administrative systems have been developed.

Action Item 6.2: Develop Scalable Standards

- A Division of IT internal dashboard has been created and contains detailed information on the existing software architectures and tools in use. This dashboard includes the inventory of enterprise software systems (both built and bought), their use, stakeholders, technology stack, age, lifecycle status, etc.
- A staffing artifact has been created to assist with determining long term sustainability based on personnel available to support the associated systems.
- The division is developing an information map of all managed systems indicating how information flows through the IT enterprise.

Action Item 6.3: Data Analytics

- IRPA, with the support of the Division of IT, has finished their initial evaluation of BI tools. This will replace their current Hyperion (Brio) tool, which is nearing end-of-life from the vendor. IRPA is currently working on the RFP, and the division is assisting. The overall BI Proof of Concept will be discussed in subsequent meetings of the Enterprise Systems Governance workgroup.

Action Item 6.4: Pursue Open/Community Source Software

- After a soft launch in mid-December, Kuali Financial System (KFS) went live in production January 6, 2014. The launch was a success, with limited technical issues which have been addressed. The Division of IT has assisted the comptroller’s office with this effort and continues to provide help where needed. Currently, the project is evaluating long-term support options.
- The division is also assisting with the migration of software interfaces from the FRS systems to KFS. KFS is a community-source finance package developed by the Kuali Foundation, of which Maryland is a founding partner.

Action Item 6.5: Document Management and Workflow

- Since October 2013, the enterprise document management system known as Optix has been under the purview of the Enrollment Services Office (ESO). Digital Imaging Group (DIG) and staff members from ESO will engage with university constituents to advance the document management system initiative. The Division of IT will continue to work with DIG and Enrollment Services as needed to help support current enterprise document management efforts.

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Action Item 6.6: Fostering Mobilization

– No progress to date.

Action Item 6.7: Task Force to Establish Governance Model to Leverage Strengths of Distributed Structure on Campus

– No progress to date.

Action Item 6.8: Comprehensive Web Strategy

– No progress to date.

Recommendation 7: Funding IT Strategically

The University of Maryland should adopt a view that information technology resources are strategic assets to the institution, and, as such, models for funding of IT — both centrally and appropriately distributed throughout the institution — should be developed to encourage effective and abundant deployment of IT and efficient investment in IT holistically throughout the institution.

Action Item 7.1: Consolidated Charge Strategy

– In collaboration with the provost, the division enhanced its billing model for network and telecommunication services. In fiscal year 2014, all non-academic campus units were billed once for network and phone services, rather than on a monthly basis. In fiscal year 2015, all academic units will be converted to the new billing model.

Action Item 7.2: Effective Centralization Model

– In 2013, the division made progress in its effort to broadly engage campus constituents on enterprise-level initiatives. In coordination with campus research partners, the Division of IT substantially built out a new Cyber Infrastructure Center, which has been made available to campus researchers at a nominal set-up cost.
– Products and services such as Box.com, Adobe creative software, and Lynda.com training have been centrally funded.
– The division led a campus-wide effort to develop a scope for the eventual purchase of an enterprise media management system.

Action Item 7.3: Develop Campus-Wide IT Replacement Standard

– No progress to date.
Action Item 7.4: Campus-Wide Purchasing Arrangements

- The Division of IT funded a senior staff resource to be the university IT procurement lead. This role serves to create a program to help streamline, educate, and identify trends in IT purchases campus-wide.
- Several additional IT procurement resources were hired at the end of 2013 to help round out the staffing for this new initiative.

Action Item 7.5: Lifecycle Management Framework

- No progress to date.

Action Item 7.6: Organizational Effectiveness Review

- No progress to date.

Recommendation 8: IT Security, Policy and Business Continuity

The University of Maryland should deploy appropriate policies and effective enforcement means to secure the integrity of information technology resources, safeguard institutional information, protect the privacy of university community members in their use of IT, and ensure the continuity of the institution’s IT resources and information repositories in the face of possible disaster scenarios.

Action Item 8.1: Advisory Committees (8.1a), Expanded Policy Awareness Activities (8.1b), and Online Presence (8.1c)

- Division staff worked with the USM IT Security Council to produce a revised set of security guidelines that are applicable to all USM institutions. The new guidelines, released in March 2014, provide the basis for the work of the security standards group.
- The http://it.umd.edu/security Web pages have been revised and will continue to be enhanced.

Action Item 8.2: Data Stewardship

- DPAC has completed its review of policies and practices related to the use and management of institutional data. Revisions to UMCP policy VI-22.00(A) UM Policy on Institutional Data Management and VI-23.00(A) UM Policy on Data Management Structure and Procedures were completed in November 2013.

Action Item 8.3: Implementation of External Audit Recommendations

- There were 112 recommendations, of which 72 have been addressed and completed, 17 are in progress, 16 have not yet been started, and 7 were not accepted.
Action Item 8.4: IT Policy Framework (8.4a) and IT Policy Committee (8.4b)

- The policy committee will be constituted in Spring 2014. An inventory of required and recommended policy topics will be prepared based upon the newest release of USM security guidelines.

Action Item 8.5: Output of Action Items 8.4 and 8.7

- Significant investments were made over the past year in the area of vulnerability assessment and audit log collection and correlation. Additional recommendations will emerge when the working groups begin in Spring 2014.

Action Item 8.6: Campus-Wide Physical Security Assessment

- The survey instrument has been completed and is being tested against Division of IT facilities. The details of the campus-wide assessment will be discussed at an upcoming meeting of the University Technology Coordinating Committee and distributed shortly thereafter.

Action Item 8.7: Security Advisory Committee

- The Security Advisory Committee, made up of IT practitioners from throughout the university, will be charged to draft formal best practices and standards that are in compliance with USM Security Guidelines. This committee will be launched in Spring 2014.

Action Item 8.8: Review and Revision of Existing Risk Management, Business Continuity, and Disaster Recovery Efforts

- The Division of IT has been participating in campus-wide risk management, business continuity, and disaster recovery activities.
- Within the division, comprehensive disaster recovery exercises were completed at the end of 2013 and are being conducted on a regular basis to ensure that staff is familiar with the required tasks and that gaps are identified.
- A revised risk management framework is under development.

Recommendation 9: IT Governance

The University of Maryland should develop advisory and communication structures to ensure the continued involvement of the university community in the implementation of strategic recommendations and actions presented in this plan, to support the ongoing operation of information technology resources delivered to the university community, and to improve the flow of information between the central IT organization and the university community in all its forms (faculty members, students, IT providers, staff, and administrators).
Action Item 9.1: University Senate Recommendation for Enhanced IT Governance (9.1a) and New Structures Will Be Created to Serve as a Decision Making and Guidance Body (9.1b)

- In Fall 2013, a new IT governance structure for the university began meeting. It is made up of four working groups who will help focus IT initiatives related to learning technology, research, infrastructure and enterprise systems. The working groups were formed by mandate of the University Senate with the help of the Division of IT and are made up of a cross-section of students, faculty, and staff.

Action Item 9.2: Activity Based Costing

- No progress to date.

Action Item 9.3: Formation of a Research Advisory Council (9.3a) and Create Strategic Plan for Research Computing (9.3b)

- The Research Steering Committee related to the strategic plan has been formed and has had its first meeting. The Allocation Committee determines operational policy and time allocation for use of Deepthought and Deepthought2. See www.it.umd.edu/hpcc. The Campus Visualization Partnership is steering activities related to the use of visualization on campus. See viz.umd.edu.

Action Item 9.4: Faculty Liaison

- No progress to date.