Accomplishments
Fiscal Year 2012
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A Message from the Vice President

For many years, the Office of Information Technology (OIT) served as the University of Maryland’s central IT organization. In January 2012, President Loh recognized both the contributions of that organization and the strategic importance of high-quality information technology in a university setting by transforming OIT into the Division of Information Technology.

This publication will inform you about the organization’s accomplishments during fiscal year 2012 — or July 1, 2011 through June 30, 2012 — in areas such as academic computing, enterprise systems, networking, security, software development, telecommunications, and user support. Throughout this publication, you will read about ways the division has improved the IT environment in close collaboration with university constituents — faculty, students, staff, and leadership. These are some of the highlights of our fiscal year 2012 accomplishments:

• Engaged the university community in creating a new community-driven information technology strategic plan to guide IT evolution at Maryland over the next five years and beyond.

• Continued progress in the five-year Network Refresh project, updating the network infrastructure and services in 48 university buildings. Upon completion of this project, the university will have one of the finest pervasive networking infrastructures in the nation to support its teaching, learning, and research mission.

• Saved the university community $1.2 million on Apple and Dell computers and various software purchases through computer and software discount programs.

The Division of IT does not do its work in a bubble. All of our services are intended to empower the learning, teaching, research, and entrepreneurship missions of the university. And much of our work would be impossible without the contributions and collaboration of the entire university community. I hope that this publication gives you an idea of some of the ways IT has enhanced the university this fiscal year and of ways the division can help you succeed in days to come.

Brian D. Voss  
Vice President and Chief Information Officer
Accomplishment Highlights — Fiscal Year 2012

The Division of IT Facilitates Learning Moments

**Eduroam Wireless Access**
In fiscal year 2012, the division continued its strategic effort to enrich the experiences of the university’s domestic and international constituents and expand the university’s global reach by launching the eduroam wireless network at Maryland. Eduroam, or education roaming, is a secure, worldwide roaming Internet access service developed for the international research and education community. It allows members of any participating institution to use wireless network services at any other participating institution with the simplicity and convenience of using the login credentials issued to them by their home institution. www.it.umd.edu/eduroam

**Enterprise Learning Management System**
The use of the Blackboard-powered, Enterprise Learning Management System (ELMS) continued at a high rate in fiscal year 2012 with approximately 90 percent of students enrolled in courses utilizing ELMS to support effective teaching and learning. Up to 3 percent from last year, approximately 70 percent of all course sections were available to students in ELMS, providing a highly effective and efficient means for students to engage rich, digital content; access and submit assignments; participate in collaborative learning; and communicate with instructors. An all-time high of 2,388 instructors (43 percent) used ELMS to enhance students’ learning experiences. During the Fall 2011 semester, the Division of IT supported a record 3,895 ELMS course spaces. www.elms.umd.edu

**Next-Generation ELMS Selected**
Working from the Maryland Enterprise Education Consortium agreement on learning management systems and using the criteria established by the ELMS Evaluation Committee, the university was able to complete the selection of a system to serve as the next ELMS. Canvas by Instructure will be implemented on campus during fiscal year 2013. The selection committee praised Canvas for its ease of use, student focus, use of multimedia for communication, integrated calendar, and 21st century architecture. This new cloud-based system offers great opportunities, as well as some challenges, for the university. As a relatively new company and system, Canvas by Instructure is growing exponentially and may not be as fully featured currently as its predecessor. This also gives the university the opportunity to weigh in early in its development to meet the needs of our constituents. The cloud infrastructure of Canvas also allows for more immediate updates to the system without required down time. www.it.umd.edu

**IT Computer Lab Enhancements**

With the growth of classes that promote collaboration and group learning, students need a range of formal and informal learning spaces that support such activities. The Division of IT sees this growing need as an opportunity to re-imagine computer labs at the university. With initial funding from the Campus Student Technology Fee, Division of IT Labs have begun to change from rooms housing rows of computers in individual carrels to more flexible spaces designed to facilitate student collaboration. The labs also have become more laptop friendly, enabling convenient access to electrical outlets and the ability to print to lab printers from personal laptops.

In fiscal year 2012, the division entirely renovated its lab in Worcester Hall. Before the renovation project, the lab still looked much like it did when it was built in the mid-1980s. Its renovation provides a unique opportunity to use the lab as a “sandbox” space that allows students to try out various configurations and then to provide feedback through focus groups and surveys. This is a source of extremely useful information that is being factored into the design of similar spaces in the soon-to-be-built St. John Learning and Teaching Center. A variety of arrangements, furnishings, and technological tools were considered for the Worcester Lab’s initial set up. It was decided to include Collaboration Stations with large shared monitors where students could work in small groups as well as dual-monitor multimedia development stations, movable whiteboards, and counters with electrical outlets for laptops similar to those found in airports. www.it.umd.edu/ac/c/it/reimagine/

**Beyond Computer Labs**
The Division of IT began pilot testing the concept of providing access to computing resources outside of the labs. For example, in the Reckord Armory, a high traffic building with a large number of classrooms, the division now provides an area with laptop connection stations and printers like those found in labs. Students can now quickly check mail, look up information, or send documents from their laptops to a printer that is conveniently located near their classrooms.

**Technology Classroom Upgrades**
During fiscal year 2012, the division equipped 13 more classrooms with audio/visual technology, bringing the total number of Technology Classrooms on campus to 255. Additionally, it began deploying digital media A/V systems and developing plans for how to cost effectively add digital capability to existing analog A/V systems.

**Class Capture**
During fiscal year 2012, the division continued its efforts to add cameras and microphones to existing Technology Classrooms. Two-thirds, or 171, of the university’s Technology Classrooms have the capability for video capture, desktop conferencing, and streaming. Additionally, division staff finalized plans (to be implemented during the Fall 2012 semester) to upgrade the capture server software and increase storage capabilities. In response to growth in users and recordings, the division also developed procedures for regularly removing inactive users and deleting and/or archiving recordings.

**Innovations in Teaching and Learning Conference**
Lessons learned from the university’s blended learning pilot, classroom experimentation with mobile media, use of online simulation games, and strategies for enhancing student engagement were topics of keen interest for the more than 110 faculty members who attended the 2012 Innovations in Teaching and Learning Conference. For the first time in the conference’s six-year history, some participants (even presenters) attended the conference “virtually,” including two presentations given remotely by members of the University System of Maryland Committee for Instruction in Teaching and Education. In another first, the conference hosts, the Division of IT and the Center for Teaching Excellence, held a half-day of pre-conference workshops featuring pedagogical use of tools like wikis and clickers.

In his morning keynote presentation, “It Begins in Delight and Ends in Wisdom: Awakening the Digital Imagination,” Gardner Campbell, Director of Professional Development and Innovative Initiatives at Virginia Tech, spoke on the delights and dangers of collaborating in and pushing against the edges of cyberspace, or, as he puts it, the “Worldwide Mind.” Later, Jeanne Narum, Founding Director of the Learning Spaces Collaboratory, helped attendees explore such questions as “what difference does attention to learning space make...for learners?” In her luncheon keynote, “Learning Spaces are More than Boxes: How Physical and Virtual Spaces Impact Learning.”

Innovations in Teaching and Learning
The Division of IT Strengthens the University's Technology Environment

TERPmail Launch and Migration

During the summer and fall of 2011, the Division of IT launched TERPmail, a new student email system based on Google Apps for Education. The Google product was chosen in collaboration with UMD students and faculty. The UMD agreement with Google includes requirements for improved privacy over Google's free offering and a 25 GB storage capacity for student accounts. Incoming freshmen got first access to the system beginning in July 2011. Returning students had two options: move old account content from the legacy system to TERPmail or create a new TERPmail account and leave old messages behind. The transition to TERPmail was completed in September. During the migration project, 35,846 new email accounts were created, and more than 7,000 email accounts were migrated to TERPmail. Since TERPmail launched, community members have taken full advantage of the features of the system, accessing more than 6,000 documents per day, creating 3,000 calendar entries, and sending more than 26,000 email messages a day. More importantly, the system is used by six times as many students as the previous email environment.

Mainframe Disaster Recovery Test

On April 22, 2012, the Division of IT completed a successful mainframe disaster recovery test — the first test where all involved staff performed their activities from home. This test illustrated that all recovery tasks could be completed remotely, with no staff present at the recovery site. In the event of a regional emergency with travel restrictions, IT support staff could restore the critical application services from campus or from home. The test set the baseline for full remote recovery activities, and the lessons learned will help to improve recovery processes.

Classroom Technology in Meeting and Seminar Rooms

The division assisted more than 20 departments with adding audiovisual systems similar to those in the university’s Technology Classrooms to departmental conference and seminar rooms. It also partnered with the Honors College and the Department of Residential Facilities to begin an initiative to equip rooms in the residence halls where living/learning communities hold classes and meetings.

Tech Community Outreach

In early 2011, the IT Client Relations Office was created to help build stronger ties with the campus IT community at large. Clear indicators of improvement in this area are the significant increases in membership of and participation in the University Technology Coordinating Committee (UTCC). UTCC membership has increased more than 45 percent, to 216 members since January 2011. During the preceding 18 months, membership hovered at just under 150.

Participation in monthly UTCC meetings has also sharply increased this fiscal year, largely due to a new feature: the ability to attend remotely. Beginning in May 2012, UTCC meetings have been both streamed live and archived in ELMS. Since that time, meeting attendance has grown 75 percent, from an average of 40 attendees per meeting to an average of 70 per meeting.

Network Refresh

The Division of IT’s five-year Network Refresh project progressed in fiscal year 2012, with the completion of several large academic and administrative buildings. In addition, a strong focus was placed on the completion of several student residence halls during the summer months. In total, 48 buildings were completed. After refresh, buildings are connected to the campus network via dual Gigabit Ethernet connections, and the new infrastructure provides Gigabit Ethernet connectivity to the desktop. In addition, the new data switch gear in the buildings supports advanced networking features and possesses enhanced security capabilities, which are essential for the delivery of such services as VoIP and video streaming. The refreshed infrastructure also provides the functionality to support enhanced emergency (E911) services.

In conjunction with the refresh project, the upgrade of the outside underground fiber plant and the move from a two-node to three-node core was completed. Phase one, verification of the fiber routes, began in fiscal year 2010 and was completed in fiscal year 2011. Phase two, installation of fiber to on-campus buildings, started and finished in fiscal year 2011. The third and final phase, installing fiber to buildings on east campus, began at the end of fiscal year 2011 and wrapped up during fiscal year 2012.

BUILDINGS COMPLETED IN FISCAL YEAR 2012

<table>
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<tr>
<th>Student Residence Halls</th>
<th>Academic and Administrative Buildings</th>
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<tr>
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<td>Adele H. Stamp Student Union</td>
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<td>Bel Air Hall</td>
<td>Animal Science Service Building</td>
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<td>Calvert Hall</td>
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<td>Cambridge Hall</td>
<td>Avrum Gudelsky Veterinary Center</td>
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<td>Cecil Hall</td>
<td>Biomedical Sciences Building</td>
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<td>Centreville Hall</td>
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<td>Charles Hall</td>
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<td>Dorchester Hall</td>
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<td>Easton Hall</td>
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<td>Fraternity/Sorority Row 4</td>
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<td>Fraternity/Sorority Row 5</td>
<td>Marie Mount Hall</td>
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Accomplishment Highlights — Fiscal Year 2012

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The Division of IT Supports Research at Maryland and Beyond

**Deepthought Runs One-Millionth Job**

In January 2012, the university’s Deepthought high-performance computing cluster reached a new milestone — a researcher from the physics department submitted job number one million. Since Deepthought’s creation in late 2005, 300 researchers from 60 UMD colleges, departments, centers, and other groups have consumed 7,980 CPU years in the pursuit of advancements in diverse subjects such as astronomy, biology, mechanical engineering, physics, fire protection, and speech analysis.

**UMD and JHU to Build High-Speed Computer Network**

In December 2011, the National Science Foundation awarded the University of Maryland and Johns Hopkins University a grant of nearly $1.2 million to build a high-speed computer network at Hopkins. Part of this transformative project involves connecting Hopkins to Internet2 through the MAX advanced network. The University of Maryland is one of the founding institutions of MAX, and the university was awarded more than $220,000 to upgrade the equipment at MAX to provide Hopkins with connectivity to Internet2.

The remaining money was awarded to Hopkins to establish a 100 Gigabit per second (100 Gbps) network to be housed in North Baltimore in support of data-intensive scientific research at the university. This partnership and the new network connections strengthen the state of Maryland’s position on the leading edge of science and technology.

**Mid-Atlantic Crossroads 100G Network**

In April 2012, the Mid-Atlantic Crossroads (MAX), a Gigabit Point of Presence organization (or GigaPoP) led by the University of Maryland, Georgetown University, and George Washington University, launched one of the nation’s first networks to be built on industry-standard 100G technologies. The network meets the large scale data flow requirements of 44 universities, federal agencies, government laboratories, and non-profit institutions in Maryland, Virginia, and the District of Columbia, enabling them to advance understanding in critical areas such as climate modeling, genetics, and visualization.

The MAX network upgrade was supported by a grant from the National Science Foundation.

[www.maxgigapop.net](http://www.maxgigapop.net)

**Maryland Neuroimaging Center**

In September 2011, the Division of IT launched a specialized IT environment to support the Maryland Neuroimaging Center (MNC) in its research of the human brain. The result of more than a year of partnership and planning, the special IT environment enables MNC researchers to easily transfer, store, organize, and share images recorded by its Siemens Magnetic Resonance Imaging (MRI) unit.
The Division of IT Advances University Initiatives

IT Strategic Planning Process
During fiscal year 2012, Vice President of IT and CIO Brian D. Voss initiated the creation of a new university strategic plan developed by the university community and focused on information technology. In consultation with deans of all colleges and other campus administrators, four task forces were assembled from approximately 100 faculty, staff, and students. During the Spring 2012 semester, the task forces focused on scholarly enablement; research and innovation; resource allocation and efficient and effective use; and technology infrastructure. The charge for each task force was to discuss how “IT Abundance” could be achieved at Maryland to enable the university to meet and exceed its overall goals and mission. Information from the task forces will be used to develop an IT strategic plan to guide how the university as a whole should focus its IT efforts for the next five years and beyond. www.it.umd.edu/ITStrategy

Graduate School Awards System
In fiscal year 2012, the Division of IT collaborated with the Graduate School to create and launch a Web application that manages the process of submitting and reviewing the materials involved in determining the winners of several awards overseen by the Graduate School. The application enables graduate students and faculty members to submit Web-based application and nomination forms along with the PDF documents required for each different award, provides a Web-based mechanism for the award review committees to download the documents, and gives select members of the Graduate School the ability to generate spreadsheets of data about the applicants and nominees. www.graduate.gsc.umd.edu/awards

Testudo Curriculum Management Module
The Division of IT, in conjunction with faculty members and colleagues in the Division of Academic Affairs, launched the first module of the Kuali Student system, Testudo Curriculum Management (Testudo CM), during the fiscal year. Testudo CM guides faculty and other curricular administrators as they create proposals which the system then routes for the appropriate approvals. The system facilitates the course review process by highlighting changes and by automating the document routing. Launching the system on campus has replaced the paper-based curriculum management process with a highly dynamic and user-friendly Web application, drastically reduced data corruption by removing the hand-keying of data, and integrated and replaced aging mainframe systems with a new Web-service-backed system.

CourseEvalUM
The division continued to work with the Office of Institutional Research, Planning, and Assessment to further enhance the CourseEvalUM online course evaluation delivery and reporting system. New functionality was added that enables students to evaluate the performance of teaching assistants in their courses. www.courseevalum.umd.edu

The Division of IT Saves the University Money

Technology Savings
The Division of IT manages several programs that enable university community members to save on computer, software, and technology accessory purchases. During fiscal year 2012, the Terrapin Technology Store, the Academic Computers for Terps (ACT) Program, and Software Licensing saved university community members $1.2 million off of manufacturers’ suggested retail prices. www.it.umd.edu/techsavings

Certs@UMD Service
In past years, the university has spent tens of thousands of dollars on SSL certificates for various websites or utilized self-signed certificates. During fiscal year 2011, the Division of IT opened up their unlimited certificate program to the university, enabling customers to add commercial-quality certificates to their applications and websites for free. The service allows for delegated management of the certificates for each department, college, or school. During fiscal year 2012, the division issued more than 300 new certificates, each of which represents a savings of about $450.

Institutional Bulk Purchasing from Dell
In fiscal year 2012, the division continued its bulk institutional purchasing program with Dell, providing university departments with two opportunities to take advantage of bulk purchasing, in October and April. The program typically saves departments about 20 percent above regular educational discounts on their institutional Dell purchases.

www.it.umd.edu/purchasing
The President Town Hall
On July 22, 2011, President Barack Obama held a Town Hall in the university's Ritchie Coliseum, which streamed live on the White House website. Prior to the presidential visit, the Division of IT worked closely with White House officials to ensure the security, performance, and enhanced capacity of the wireless network for the president, his staff, the media, and guests. In addition, a secured network connection was installed specifically for the live webcast for the White House communications staff. The event, lasting just over an hour, was described as “near perfect” by White House officials. www.whitehouse.gov/photos-ands-video/video/2011/07/22/president-obama-speaks-town-hall-meeting-university-maryland

Project NEThics
Project NEThics is the Division of IT team that promotes responsible use of information technology through user education and policy enforcement and manages university copyright infringement complaints. During fiscal year 2012, Project NEThics handled 1,915 copyright complaints, a reduction of about 1,000 cases from fiscal year 2011. Enhanced automation in the team’s ticket resolution system allowed expedited notification to offenders and reduced recidivism. www.nethics.umd.edu

Computer Donations to Deserving Students
As part of its participation in the ACT computer discount program, Apple, Inc. donates current-model laptop computers to be distributed through the university’s Office of Student Financial Aid. The number of donated computers is based on the number of sales through the ACT program and the Terrapin Technology Store. During fiscal year 2012, 15 new MacBook Pro laptops were distributed to deserving students through this relationship.

Electronic Voter Registration System
In fiscal year 2012, the Division of IT worked with the Student Government Association (SGA), the Division of Student Affairs, the Office of the Registrar, and the Maryland State Board of Elections to develop the Terrapin Electronic Voter Registration Application system. The Web-based system was designed to allow current UMD students to register to vote in the state of Maryland. Students logged into the system with their University Directory ID and password and were guided through a series of Web forms pre-populated with their name, address, and contact information. At the end of the submission process, the student’s registration data was uploaded to the State Board of Elections along with a copy of the electronic signature associated with his or her student ID card. During its first use in the fall of 2012, the system registered 2,327 student voters in a two-week period, capping off the most successful voter registration drive in SGA history.

Help Desk Launches Live Chat Service
The IT Help Desk launched a new Live Chat service in February 2012. Live Chat provides clients online contact and conversation in real time with Help Desk support staff. By June, the service was handling more than 60 separate inquiries monthly, 90 percent of which had wait times less than one minute.

Calls for Assistance
The consolidated IT Help Desk (composed of the Help Desk, the Network Operations Center, Networks and Communication Technologies Order Process and Deployment Services, and Campus Information Services) received and processed more than 134,000 technical support and university-related phone calls during fiscal year 2012.

Graduate Student Dissertation Support
As a result of outreach to the Graduate School, the division provided personal assistance to 28 graduate students who were formatting their dissertations for adherence with Graduate School requirements and standards. The division also created two video tutorials discussing and demonstrating the formatting requirements, which the Graduate School published on its website.

IT Help Desk and IT Service Center
Help Desk staff addressed more than 58,000 requests for assistance this fiscal year using the IT Service Center, a Web tool that enables customers to initiate and/or track their requests online. Of those requests, 29,000 were initiated through email; 24,000 via phone call; 2,800 via walk-in visits; and 1,800 through the self-service Web form at www.itc.umd.edu.

The IT Help Desk home page was redesigned, and the old Help Desk site’s technical documentation was moved to the IT Knowledge Base, which grew to host more than 700 articles, including “how-to” articles for the new TERPmail and Exchange email systems. www.helpdesk.umd.edu

ACT Program Warranty Desk
The ACT Program Warranty Desk provides hardware warranty repairs for university community members who purchased their computers through the Academic Computers for Terps (ACT) computer discount purchasing program, as well as any machine under warranty purchased from the participating vendors. In addition to repairing hardware, the warranty desk diagnoses and makes recommendations for repair outside of the services it offers. The Warranty Desk also assists university community members needing help with wireless configuration and problem troubleshooting. During fiscal year 2012, Warranty Desk staff responded to 3,608 requests for assistance.
The Division of IT Goes Green

Network Refresh Cable Recycling

During October 2011, the division began a recycling project as part of the Network Refresh Project, removing old copper cable as the new cable is installed in buildings undergoing upgrades. In the first year of recycling, 25.2 tons, or 50,384 pounds, of copper cable were recycled from 12 of the refreshed buildings. Based on the weight of the recycled cable, the division earned $55,105.48. The recycling project is ongoing as Network Refresh moves forward.

Outside Professional Activities Process

The Division of IT worked with the Office of Institutional Research, Planning, and Assessment to automate the Outside Professional Activities (OPA) reporting and approval process. Each faculty and exempt staff member must complete this report annually to maintain a continuing picture of outside professional activities and to identify situations that could lead to potential conflicts of interest and/or commitment. Reports are vetted and approved by the faculty member and his or her department, the dean or the vice president for academic affairs, and then a data clerk would key the information into the university’s computer system. This process was subject to data discrepancies due to the student providing incorrect or hard-to-read bank info or the data entry clerk making a mistake in keying in the information. In the new process, the student provides his or her bank account name and number, ID, and routing number through the ELF form; and that data is compared to verified bank info from the Federal Reserve, which is then used to complete the rest of the electronic process. This new form and related procedures have improved the process by greatly reducing human error and eliminating the need for paper forms and manual data entry, and for those reasons, the new process also contributes to the university’s sustainability efforts.

Student Account Direct Deposit Bank Authorization

The Division of IT worked with the Office of the Bursar to automate the student account direct deposit bank authorization process by developing and launching a new form in the university’s electronic forms management system (ELF). In the past, a student would fill out a paper form with his or her banking information, and then a data clerk would key the information into the university’s computer system. This process was subject to data discrepancies due to the student providing incorrect or hard-to-read bank info or the data entry clerk making a mistake in keying in the information. In the new process, the student provides his or her bank account number and bank name, ID, and routing number through the ELF form, and that data is compared to verified bank info from the Federal Reserve, which is then used to complete the rest of the electronic process. This new form and related procedures have improved the process by greatly reducing human error and eliminating the need for paper forms and manual data entry, and for those reasons, the new process also contributes to the university’s sustainability efforts.

Inside Professional Activities Process

The Division of IT worked with the Office of Institutional Research, Planning, and Assessment to automate the Outside Professional Activities (OPA) reporting and approval process. Each faculty and exempt staff member must complete this report annually to maintain a continuing picture of outside professional activities and to identify situations that could lead to potential conflicts of interest and/or commitment. Reports are vetted and approved by the faculty member and his or her department, the dean or the vice president for academic affairs, and then a data clerk would key the information into the university’s computer system. This process was subject to data discrepancies due to the student providing incorrect or hard-to-read bank info or the data entry clerk making a mistake in keying in the information. In the new process, the student provides his or her bank account name and number, ID, and routing number through the ELF form; and that data is compared to verified bank info from the Federal Reserve, which is then used to complete the rest of the electronic process. This new form and related procedures have improved the process by greatly reducing human error and eliminating the need for paper forms and manual data entry, and for those reasons, the new process also contributes to the university’s sustainability efforts.

Division of IT Staff Members Share Expertise to Benefit UMD and Broader Communities

EDUCAUSE Board of Directors

Vice President of Information Technology and Chief Information Officer Brian D. Voss began a four-year term on the EDUCAUSE Board of Directors in October 2011. He was elected by the association’s membership, and his responsibilities include, but are not limited to, helping with organizational governance and developing EDUCAUSE’s strategic direction. EDUCAUSE is a nonprofit association and a community of IT leaders and professionals committed to advancing higher education by promoting the intelligent use of information technology.

PRSA-NCC Board of Directors

Phyllis Dickerson Johnson, the Division of IT’s Director of Communications and Marketing, received a presidential appointment in 2012 to serve a one-year term on the board of directors of the National Capital Chapter of the Public Relations Society of America (PRSA). PRSA is the world’s largest organization for public relations professionals with nearly 32,000 professional and student members, and its mission is to advance the PR discipline and the PR professional. PRSA’s National Capital Chapter, with more than 1,500 members, provides professional development programs, accreditation instruction, and networking opportunities and promotes PR education through five area PRSA student chapters. As a board member, Phyllis will help provide management and oversight of the business and affairs of the chapter in accordance with the organization’s bylaws and mission.

Kuali Rice Board

John Robinette, the Division of IT’s Director of Kuali Initiatives, was appointed to the Kuali Rice Board by the Kuali Student Board. He will serve a two-year term representing Kuali Student interests on the Kuali Rice governing board. The Kuali Rice Board governs the development of an enterprise-class middleware suite of integrated products that allows for applications to be built in an agile fashion. Kuali Student is one such application, and it is being developed for use at the University of Maryland.

Maryland Day Activities

The Division of IT hosted several activities for visitors to the university on Maryland Day 2012:

- **Click Here**: Guests participated in a game show, answering questions using the same clicker technology used in classrooms across campus.
- **Internet Safety Made Fun for Families**: Participants learned about Internet safety from Faux Poo the Techno Cat (the Internet Keep Safe Coalition’s costumed character) and a team of information technology security experts.
- **Phishing Pond**: Younger guests played a “fishing” carnival game to win small prizes. The trophy wall illustrated the seriousness of phishing (i.e., attempting to fraudulently obtain personal information through email), with statistics about those who have been “caught.” Posters illustrating typical examples of “big phish” email helped guests recognize warning signs.
- **Technology Town**: The Division of IT showcased a variety of new technologies in partnership with Cisco, Dell, and Graybar.

Behind the Scenes at the Division of IT

During fiscal year 2012, the Division of IT took 80 students from the university’s Digital Cultures and Creativity (DCC) program behind the scenes to show them some of the technology that enables their iPads and smartphones to function. The students toured the university’s Research Data Center and Network Operations Center (NOC) and took in a “State of the Network” presentation that described more details about what makes the university’s data network work.

Other groups also toured various division facilities during fiscal year 2012 to gain insight on the technologies that keep the university running.
Division of IT Staff Members Share Expertise to Benefit UMD and Broader Communities

Outreach

Division of IT representatives attended at least 40 university outreach events, including new student and employee orientation sessions, StampFest, the First Look Fair, and Maryland Day. They gave information about division services to and answered the questions of faculty, employees, parents, prospective, incoming, and current students, and others.

Division Staff in UMD Classrooms

Division of IT staff members shared their expertise with students in the classroom in the following courses:
- BMGT 405: Business Telecommunications
- BUDT 758Q: Information Systems Security Management
- BUDT 756Z: Enterprise Networking
- CCJS 418B: Seminar in Criminology and Criminal Justice: Cyber Crime
- COMM 231: News Writing and Reporting for Public Relations
- CPSF 118D: Science and Pseudoscience

Professional Presentations

During fiscal year 2012, division representatives shared their knowledge via presentations and technical submissions at national education, IT, and University of Maryland conferences, events, and Webinars. These were some of the topics covered:
- Blended Learning Strategies
- Class Capture Technology Implementation
- Email Composition and Etiquette
- Mobility Projects and Implementations
- Overview of Security and Policy Office

Broader Impact

Division staff members served on boards, governing bodies, and in other organizations on campus and beyond in fiscal year 2012:
- Willie Brown, Chair, Council of University System Staff, since August 2009
- Sue Clabaugh, Member, InfoComm International Professional Education and Training Committee, since January 2010
- Daniel “Chip” Denman, founding member, Campus Assessment Working Group, since 1996
- Jay Elvove, Elected Exempt Staff Representative, University Senate, three-year term, since 2011
- Shaun Fleming, Kuali Rice Board, UMD Technical Representative, since 2008
- Amy Ginther, Volunteer Consultant, Peer Consulting Network, Center for Leadership and Organizational Change, since 2007
- Amy Ginther, Member, Rainbow Terrapin Network, since 2010
- Fran LoPresti, Chair, Maryland Research and Education Network (MDREN) Membership Committee, since fiscal year 2011
- John Robinette, Kuali Student Board, UMD Technical Representative, since 2010
- Tripti Sinha, Chair, MDREN Board, since June 2011

The Division of IT Forges Ahead

The Division of IT’s fiscal year 2012 contributions to the university would not have been possible without the university community’s participation and collaboration. Many of these successes are only steps along the path to achieving larger IT enhancements at the university in the future. Some of the division’s plans for fiscal year 2013 include the following:

- Finalize and release the university’s new community-developed information technology strategic plan and develop action plans to accomplish the goals it sets forth.
- Deploy the next-generation ELMS. Instructure Canvas has been selected to replace Blackboard as the university’s enterprise learning management system. The new system will be configured and deployed as the sole ELMS beginning with Winter Session 2013.
- Improve outdoor wireless coverage on campus. As part of the continuing Network Refresh project, during fiscal year 2012, the division upgraded the network backbone and purchased gear in preparation for increasing wireless access in the many green spaces on campus.
- Expand agreements and develop distribution systems to expand university community members’ access to key software products, such as Microsoft productivity programs and operating systems. Such an expansion would help ensure that the most modern and secure software programs are used on campus.
- Guide and support university administrators, faculty, and students at UMD explores further incorporating technology into the educational environment, including its experiments with blended learning, flipped learning, and massive open online courses (MOOCs) like those available through Coursera.
- Continue to lead the university’s involvement in the Kuali initiative, a collaborative effort with other higher education institutions to develop a new system to manage student and financial information and more, which can be adopted at Maryland and other universities.

We look forward to continuing our efforts to further empower the University of Maryland through these planned activities and others that will improve IT Abundance at the university.
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