In fiscal year 2008, the Office of Information Technology (OIT) completed 10 years as the university’s central information technology organization. The milestone offers an opportunity for all of us to celebrate our successes and to develop a renewed vision that will guide OIT’s next 10 years.

During the past fiscal year, OIT has improved the central information technology infrastructure and services available here at Maryland. This publication is intended to share with you the wins realized during fiscal year 2008 by the more than 260 OIT employees supporting services in areas such as academic computing, administrative computing, data administration, enterprise systems, networking, security, software development, telecommunications, and user support.

OIT aims to provide the IT services and innovations necessary to support the university in being a world-class public research institution. Throughout this publication, you will read about ways OIT has saved the university and its community members money, improved the IT environment, and collaborated with a variety of university constituencies on special projects and initiatives. These are just two of this year’s accomplishments that we are proud of:

- In its second year, OIT’s Academic Computers for Terps (ACT) program saved students, faculty, and staff more than $3.5 million on computers for academic and personal use.
- OIT expanded wireless network coverage to all university residence halls and Fraternity Row houses, plus the South Campus Commons and University Courtyards communities, significantly expanding what was already one of the largest wireless networks for a public research university.

These successes, and the other accomplishments described in this publication, could not have been achieved without the participation of and collaboration with the university community. In addition, OIT assisted in promoting the university through news coverage. University IT initiatives appeared in a variety of media outlets: consumer press such as the Associated Press, FoxNews.com, and NYTimes.com; higher education trades such as The Chronicle of Higher Education, Campus Technology, and Inside Higher Ed; technology trades such as Wireless Week, Information Week, and Network World; and local dailies such as The Washington Post, The Washington Times, and The Baltimore Sun.

I hope these achievements give you a sense of OIT’s mission to help make the University of Maryland the best it can be.

GO TERRPS!

Dr. Jeffrey C. Huskamp
Vice President and CIO, University of Maryland
OIT Saves the University Community Money

The Academic Computers for Terps (ACT) program has contributed greatly to easing new students’ (and their parents’) worries and uncertainties when choosing a computer to bring to school, as well as the costs. During this fiscal year, university community members purchased more than 2,000 ACT program products and saved more than $1.5 million. In addition, the program continued its practice of working with program vendors Apple, Inc. and Dell Computer, Inc. to make current model laptop donations to the Department of Financial Aid for awarding to deserving students. www.act.umd.edu

In fall 2007, the university launched its Online Undergraduate Course Catalog. The content of the new online catalog is updated by college and departmental personnel and reviewed by the Office of the Registrar using a Web-based content management system developed by OIT. Switching to the online-only version of the Undergraduate Catalog saves the university up to $49,000 annually in typesetting, layout, printing, and delivery costs and contributes to the green campus initiative by eliminating the paper version. www.umd.edu/catalog

OIT partnered with the Office of the Comptroller to move the reporting process for federally compensated employees online. Moving this process online has significantly streamlined the business process — the university no longer needs to print and distribute approximately 4,000 paper reports three times each fiscal year, saving both paper and man hours required for printing, distribution, and collection. It also allows for automated tracking of federal compliance.

OIT continued to work with the Office of the Comptroller and the Department of Human Resources to establish the Payroll and Human Resources (PHR) system as a “best of breed” system within higher education institutions. Specific PHR changes completed during this fiscal year included a new online Effort Reporting system, a revised online Statement of Payroll Charges, and a new online faculty leave reporting system. These enhancements focused on reducing paper processes, which contributed to a more environmentally friendly campus, generated direct personnel resource savings, and streamlined business processes. Additionally, all PHR processes were migrated off of the aging Hewlett-Packard mainframe, saving approximately $50,000 per year in machine and personnel costs.

OIT’s bulk institutional purchasing program with Dell was expanded to two bulk purchases per fiscal year, in October and April. October’s purchase saved the university community $115,000. For the April round, Dell set up a special Web site so that university departments could obtain e-quotes directly and then process them with a purchase without having to wait until the close of the discount window. Discounts during this period ranged from 14 to 33 percent, depending on the type of hardware, software, and support purchased, with an average discount of 23 percent. The university saved $208,000 on that round of purchases.

The Terrapin Technology Store scored big with students, faculty, and staff in fiscal year 2008. Coming off a successful first year of operation in which it sold in excess of 1,300 computers, the store expanded its offerings, adding new models from both Apple and Dell. It also extended availability of discounted software by adding titles from OIT’s Software Licensing Office. Many departmental IT purchases are now processed through the Terrapin Technology Store, too, making it a true one-stop shop for nearly all campus computing needs. www.oit.umd.edu/techstore

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Software Licensing office enhanced its available Adobe and Microsoft offerings to students, faculty, and staff for personal use. This fiscal year, Software Licensing saved the university community approximately $600,000 off MSRP for Adobe and Microsoft personal use software. Software Licensing continued to provide authorized and legal software products and licenses from such popular manufacturers as AutoDesk, McAfee, and Microsoft for institutional purposes as well. www.oit.umd.edu/SLIC
Office of Information Technology: Providing Computing and Communications Resources to the University of Maryland

Accomplishment Highlights — Fiscal Year 2008

OIT Advances University Initiatives

OIT provided technical development services for the university’s online course evaluation project, initiated by student request to the University Senate. The online system, CourseEvalUM, was implemented by OIT using an open source tool based in the Sakai framework (www.sakaiproject.org). The system was piloted during summer 2007 and deployed campuswide in fall 2007, asking students to answer a series of universitywide questions. The fall 2007 universitywide deployment made Maryland the first university to deploy this tool at this level in the Sakai community. Return rates achieved for the two summer sessions were nearly 41 percent. The fall semester’s return rate rose to 63 percent. In the spring 2008 semester, the University Senate.

When members of the U.S. Congress inquire about the University of Maryland’s online piracy prevention activities, the university can now point to a cohesive, multifaceted information campaign OIT developed and implemented to highlight the risks inherent in illegal file sharing and downloading, provide a primer on copyright law, and promote legal music subscription services. The campaign is called PlayFair (PlayMusic, PlayMovies, PlayGames, PlayFair), and program components included an innovative, attention-getting campaign of posters placed in strategic campus locations, residence halls, and fraternity and sorority houses; advertising on UMTV, on ShuttleUM buses, in the Hoff Theater, and on Facebook; a YouTube video; a comprehensive Web site; printed material distributed at university events, via campus mail, and through other venues; and a file sharing forum featuring a Grammy award-winning artist and others. Information Technology Services personnel at the University of North Carolina at Chapel Hill complimented the PlayFair poster campaign both by calling it “humorous” and “very effective” and by seeking permission to adapt the campaign posters for use at their institution.

OIT conducted an investigation into the feasibility of piloting a plagiarism detection service (SafeAssess™) at the university. This investigation was prompted by a request to the IT Council from Laura Moore, president of the Graduate Student Government. Discussions with various entities on campus gathered input about and reactions to conducting such a pilot. The discussions resulted in a recommendation to move forward with a pilot to be overseen by the Office of Undergraduate Studies.

The University of Maryland continued its founder-level participation in Kuali Student, the community source project that will deliver the next generation student services system. In 2008, the University of Maryland also joined other Kuali Foundation community source projects with participation in Kuali Financials System, the next generation financial management system, and Kuali Rice, the middlescare that will help create a common architecture among the projects. The Kuali Foundation suite of projects will provide the university with a set of state-of-the-art enterprise systems, and our participation in the projects provides us key input on the direction and design of the systems.

www.student.kuali.org
www.kuali.org/communitys/kfs

For more information about OIT’s initiatives and accomplishments, visit us online at www.oit.umd.edu.
OIT Facilitates Learning Moments

"Each semester, I begin preparing by looking at what I want my students to know and be able to do by the end of the course. In the past few years, my toolkit has expanded to include ways that technology can help me achieve these goals. Thanks to the creative, highly accessible, and knowledgeable staff at OIT, my courses are now enhanced by a wide array of online resources. The support I have received is indispensable. OIT staff recommend new solutions, and then give me the skills I need to apply them and the confidence I need to experiment. They follow up with ongoing support throughout the semester. Bottom line, without OIT support I would not have tried so many new applications, my teaching would be less inspired, and my students would have a diminished learning experience.”

Helene Cohen, Visiting Assistant Professor, Education Leadership, Higher Education, and International Education

The Innovations in Teaching and Learning Conference provided an opportunity to showcase the creativity, experimentation, and dedication of nearly 30 university educators who have challenged themselves and their students with the integration of new technologies and approaches to pedagogy during the past year. This conference brought together faculty practitioners from nine different disciplines representing more than three dozen disciplines, and peers from several regional and University System of Maryland schools in a unique day of collaborative, networking, and celebration. The conference inspired its more than 130 participants to envision new approaches to teaching and learning and exposed them to the work and community of colleagues to whom they would not normally have access. Keynote presenters from the Massachusetts Institute of Technology and Santa Clara University challenged themselves and their students to reach millennial students by pre-emptively linking to the YouTube videos from the OIT home page and from the PlayFair home page. The short video focused on the risks of illegal file sharing and downloading and spotlighted the legal services available through University of Maryland agreements with Ruckus and iTunes.

www.oit.umd.edu/betomuseathing.html

For what is believed to be the first time in OIT history, OIT planned, developed, and posted a video, supporting the PlayFair campaign’s anti-piracy message, on the hugely popular YouTube in an attempt to reach millennial students. In making this video, we linked to the YouTube videos from the OIT home page and from the PlayFair home page. The short video focused on the risks of illegal file sharing and downloading and spotlighted the legal services available through University of Maryland agreements with Ruckus and iTunes.

www.oit.umd.edu/betomuseathing.html

Responding to requests for more Technology Classrooms, the Teaching Facilities Committee provided OIT with funding to equip 17 classrooms with technology during fiscal year 2008. This was significantly more than the usual 10 or 11 rooms per year and brought the total number of Technology Classrooms up to 171.

www.oit.umd.edu/TC

OIT planned and conducted the University Forum on File Sharing on February 27, 2008 in the Stamp Student Union to encourage discussion about online piracy and to give students an opportunity to ask subject matter experts all of their questions about file sharing and copyright. About 25 students got a chance to interact with the presenters: a Grammy-award winning musician, a UM professor of music, a student musician and business major, a Ruckus representative, representatives from OIT Security, and a university attorney with an expertise in copyright law. Student-focused media outlets, The Diamondback and WMDC Radio, provided news coverage of the event.

www.oit.umd.edu/Playfair/forum2008_recap.html

To support the use and sharing of digital images among faculty for use in teaching, learning, and research, OIT partnered with several colleges and schools on a project to provide an enterprise-level digital asset management solution for the university. The consortium of four partners, the College of Arts and Humanities, the School of Architecture, the College of Chemical and Life Sciences, and OIT, selected Luna Insight as the software program that will administer the service and began technical implementation of the system.

http://about.luna.umd.edu

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www.oit.umd.edu/betomuseathing.html

“Many of us use technology in the courses we teach. This ranges from ELMS/Blackboard to student response devices (clickers). OIT has been very supportive with these efforts. The ELMS help group for faculty is very good. When there is a problem, they move quickly to provide support. They have also organized user group bag lunches for people using clickers and even had representatives of TurningPoint (the software company) come to listen to our issues. These have been very helpful.”

Jordan Goodman, Professor, Physics
OIT Enhances Campus Life

The MyUM portal was officially released to the university community in fall 2007 to provide a centralized online resource for access to a wide variety of university services. This year’s major portal initiatives and enhancements included the addition of a clicker portlet, enhanced ELMS course and organization portlets, the development of a mobile portal to provide a friendly user interface for those in the university’s Mobility Initiative pilot project, and an enhanced news reader portlet. Portal usage increased steadily throughout fiscal year 2008, with average monthly logins rising from approximately 30,000 at the start of the fiscal year to more than 90,000 as the fiscal year drew to a close. www.oit.umd.edu/demo_lab

In September 2007, OIT opened the Apple Demonstrations Development Lab to allow university colleges, schools, and departments to test Apple hardware before making purchases and/or to test their applications in a Mac environment. Testing can be performed in the lab or at your location. Faculty and staff can also test the equipment to assist in their decision-making regarding personal computing purchases. www.oit.umd.edu/demo_lab

Usage of Ruckus Network, Inc.’s digital entertainment service for undergraduate and graduate students growing on campus in fiscal year 2008. This service, first adopted in summer 2007, offered students access, for free, to more than 3 million music tracks and, for a nominal fee, more than 4,000 movies, television shows, and music videos. By the end of spring 2008, nearly 10,000 university users had downloaded more than 5.8 million items. www.oit.umd.edu/music_service

A system upgrade and a new single sign-on process was implemented to Warehouse on the Web (WOW), the web site used for report distribution by service offices to authorized college/departmental business managers. Users can now use Web browsers that were previously unsupported and no longer need to install any special Web browser plug-in software to use the system. Additionally, users no longer need a separate ID and password to log onto WOW — they can use their Directory ID and password to access WOW and other applications on ARES. www.oit.umd.edu/units/dataadmin/DataWarehouse/WOW

OIT developed a Web application to allow members of University Marketing and Communications to compose, lay out, and publish abstracts of stories reported by external news organizations about the University of Maryland. The application generates a public version of the abstracts on a Web page that can be viewed by anyone and a private version that is only accessible to faculty and staff members of the University of Maryland, College Park. www.newsdesk.umd.edu/um_in_news

To keep student computer lab hardware up-to-date, OIT replaced all of the four-year-old Mac G5 computers with new 20" Intel-based iMacs. The replacement occurred over winter break, which meant that students were able to take advantage of the updated hardware and software for their spring semester coursework. The new iMacs are available in the OIT Labs in 3332 Computer and Space Sciences, 1137 McKeldin, 0504 Parking Garage II, and 0111 Worcester.

- Sophomore, 19, Letters and Sciences Major

Project NEThics, the OIT team that promotes responsible use of information technology through user education and policy enforcement, handles reports of sensitive incidents such as cyber-bullying, stalking, account intrusion, and harassment, in addition to its primary role combating copyright violations. During fiscal year 2008, Project NEThics managed 72 cases of a sensitive nature along with 862 copyright cases. www.nethics.umd.edu

“OIT’s Project NEThics really helped me attempt to get my problem solved when I was being victimized. Between October 2007 and May 2008, I was the target of 30 to 40 threatening phone calls, many harassing AOL Instant Messenger messages, false impersonation of me via an intrusion to my Facebook account, and other online misdeeds. Luckily, I have not received any more contact from the suspect(s) this semester, even though they still have not been caught. Project NEThics was the most helpful and friendly of all the agencies that I was in contact with during this difficult time.”

Office of Information Technology: Providing Computing and Communications Resources to the University of Maryland

Accomplishment Highlights — Fiscal Year 2008
OIT Strengthens the University’s Technology Environment

Voice over Internet Protocol (VoIP) is a networking technology that uses the Internet to transmit voice communications over the Internet and opens the door to convergence services such as getting voice mail via e-mail, connecting to e-mail and voice messages over the Internet and opens the door to the internet telephone services. OIT deployed VoIP services in several campus buildings, including the Biosciences Research Building, the Jonas H. Kim Engineering Building, and Van Munching Hall. VoIP services were also provided at several off-campus locations, including the new M Square research park, and in university offices in Riverdale and on Knox Road. A total of 516 IP phones have been deployed. OIT also began implementing an accompanying Enhanced 911 (E911) system. The E911 system is a critical component of the VoIP implementation and will provide automatic location information to the Department of Public Safety for 911 calls from campus VoIP phones (and legacy phones). VoIP adds a stronger audio component to the data network as we move from a dual network infrastructure (data and voice) to a single data network by creating cost savings over the long term.

In fall 2007, OIT launched a comprehensive IT service management project based on the IT Infrastructure Library, the de facto standard for delivering and supporting services in the information technology industry. The multi-phase project will provide greater control over IT assets, deliver higher quantity services to our customers, minimize the number of service incidents, facilitate determination and implementation of solutions to root cause IT infrastructure problems, enable OIT to better anticipate of changes to the infrastructure, and improve change management to minimize the risk of disruption to services.

OIT began a project to replace the aging central storage utilized for many critical campus applications with a new Storage Area Network (SAN). This project will resolve several outages caused by the aging infrastructure and the new SAN will greatly improve reliability. The SAN is composed of switches and numerous storage disks inside a large frame. It uses a fiber network that runs up to eight times as fast as Ethernet, which will allow applications such as e-mail to run faster. This project is scheduled for completion in 2009 and is the first step in OIT’s Disaster Recovery Plan for critical campus applications.

In collaboration with campus units, outside consultants, and Microsoft, OIT designed and began the initial deployment of a campuswide Microsoft Active Directory (AD) infrastructure. Active Directory is Microsoft’s solution for providing centralized authentication, authorization, and management services for Windows-based computers. The AD environment will provide the campus with a centrally managed infrastructure to maintain and secure Windows-based resources such as desktops, printers, scanners, and servers. Implementation of AD will also allow for easier management of permission groups based on the University Directory, and AD is an important step on the path towards providing several convergence services to the university community. AD is required to realize the full potential of other innovative projects already underway, such as implementation of Microsoft Exchange, which will provide an integrated e-mail and calendar system for faculty and staff. Voice over IP (VoIP), which will provide a variety of new voice system capabilities including converged messaging, and SharePoint, which has the potential to provide workflow and document management support for a wide variety of administrative processes throughout campus.

There is a new “Technology” link to the OIT Web site on the University of Maryland home page. OIT worked with the University to add the new link before the launch of the new Maryland home page in January 2008. The new link brings a new level of prominence to OIT’s technology services OIT provides for the university community.

www.umd.edu
Office of Information Technology: Providing Computing and Communications Resources to the University of Maryland

Accomplishment Highlights — Fiscal Year 2008

OIT Supports Research at Maryland and Beyond

OIT’s High-Performance Computing Cluster (HPCC) grew substantially this fiscal year. Contributions from Mechanical Engineering, Fire Protection Engineering, and the College of Chemical and Life Sciences have expanded the cluster to an impressive 1,200 processors. Combined with a new high-speed network infrastructure, this expansion gives the HPCC’s more than 150 researchers a significant improvement in compute capacity. During fiscal year 2008, the 23 groups using the HPCC have consumed more than 290 CPU-years of compute time. Just a few of the subjects that researchers use the HPCC to study include computational fluid dynamics, turbulence, and transition; ordered magnetism; deformation instability of thin films and multilayers; electronic properties of graphene and graphene nanostructures; and mechanics of biomembrane and cytoskeleton in the cells. They also use it to perform simulations of a wide variety of life sciences problems and geophysical and space plasma problems, including planetary and mantle convection and solar wind turbulence.

www.oit.umd.edu/HPCC

WMAX (Worldwide Interoperability for Microwave Access) is a wireless technology that provides high-bandwidth data access. During this fiscal year, OIT assisted the MAXWell Lab with the establishment of a research network for the development of 4G wireless technologies including WMAX. OIT has a WMAX initiative, which will expand the existing enterprise wireless network footprint with WMAX technologies to provide ubiquitous wireless data coverage across campus to include the outdoor green spaces.

www.oit.umd.edu/ops/rdc

OIT contributed to the growth of the university’s M Square research park this fiscal year, by performing services such as installing new duct banks and fiber to support networking and telecommunications for the tenants’ state-of-the-art research. Volt service, video over fiber, wireless, and Gigabyte Ethernet connections to a 1 Gig network backbone are some of the OIT-provided services to customers in M Square. OIT’s support of this effort will make M Square more attractive to high-end federal research entities that could collaborate with campus researchers and contribute to Maryland being a top ten university.

The Mid-Atlantic Crossroads (MAX) entered into a collaborative relationship with the Mid-Atlantic Terascale Partnership (MATP) that extends high-performance networking options for the research and education community across our region. Now, in addition to Internet2, our research, education, and government agency community can also benefit from the flexible provisioning capabilities available through National LambdaRail (NLR, www.nlr.net). Researchers using NLR can establish dedicated Layer 1 lambda waves and Layer 2 VLANs, as well as use Layer 3 routed connectivity to exchange data communications with similarly connected universities and research facilities across the United States and around the globe.

www.maxgigapop.net

OIT contributed $109,514 in funding from the CyberWATCH consortium to establish a regional Digital Forensics Lab (DFL) through a grant from the National Science Foundation. The DFL will be a “virtual lab” that will serve as a resource to the teaching of digital forensics at CyberWATCH universities and community colleges and, in the future, for performing digital forensic investigations. Also, it will offer sample curricula and curriculum materials, including forensic case studies, for use by CyberWATCH member institutions throughout the Washington, D.C. region in developing their own forensics courses.


This fiscal year, OIT formed strategic technology partnerships with Cisco and Avaya to collaborate on the investigation of new, emerging, and future technologies. The University of Maryland/Cisco partnership gives the university a proactive role in developing future technologies, provides an opportunity to incorporate the university’s needs into technology solutions, and enables the university to become an early adopter of new technologies — all of which can put the university’s IT infrastructure ahead of the technology curve. As part of the University of Maryland/Cisco partnership, OIT was invited to join the Cisco Mobility Higher Education Technical Advisory Board, which assesses mobility trends and emerging technologies. Participation in this group allows our university’s experience with these technologies to influence the development of future technologies and the ways they can support higher education.

OIT Forms Meaningful Partnerships

Office of Information Technology: Providing Computing and Communications Resources to the University of Maryland

www.oit.umd.edu/HPCC

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www.maxgigapop.net

OIT Provides Support in Times of Need

OIT conducted two successful disaster recovery remote-site exercises during fiscal year 2008. These tests were to evaluate our progress towards being able to provide an acceptable level of service from a remote location in the event of a disaster or major disruption that renders the University of Maryland’s mainframe computer unavailable for an extended period of time. Critical services tested include the Student Information System (SIS), Testudo, Personnel and Human Resources System (PHR), and the Financial Records System (FRS). Additionally, OIT was able to verify procedures for bringing up the mainframe and restoring batch capability.

The University of Maryland is the first institution in the University System of Maryland to perform disaster recovery exercises of this magnitude.

OIT assisted the university in preparing for numerous special events, including setting up and supporting networking and telecommunications services for the Women’s NCAA Lacrosse Tournament, the Athletics Phone-a-thon, and for television coverage of Women’s Softball. In addition, OIT provided services during presidential campaign visits from Mike Huckabee and Barack Obama, and for the National History Day and Odyssey of the Mind World Finals visiting academic events.

The OIT Faculty/Staff Help Desk, the OIT Student Help Desk, the OIT Network Operations Center, and the Campus Information Services office (managed by OIT) responded to more than 203,000 IT-and university-related phone inquiries during fiscal year 2008. Of those, 42,000 were handled by the Faculty/Staff and Student Help Desks. In addition, another 3,500 requests were received via the Web. Centralization of all OIT’s help resources into the OIT Help Desks continues, resulting in a strengthening of the qualifications of the staff members, particularly those who provide specialized support.

www.helpdesk.umd.edu

OIT’s full time Faculty/Staff Help Desk staff members have all earned, at minimum, certification from the Help Desk Institute as Help Desk Representatives. In achieving this qualification, they have received instruction in and passed examinations concerning technical proficiency and customer service skills.

Created as part of the ACT/Terrapin Technology Store effort, the OIT Warranty Desk is staffed by vendor certified repair specialists. While originally chartered to perform only in-warranty repairs for purchases made under those programs, it has expanded to assist with a wide selection of hardware and software issues. During this fiscal year, it has provided support for nearly 700 client machines.

“I had great communication with OIT staff about meeting the software needs of the CSIC [Computer Science Instructional Center] classroom building users and fast turnaround on adjusting various settings at the start of the semester. They also had a fast response time if glitches arose during the semester, sometimes fixing things within the same class period.”

— Evan Golub, Lecturer, Computer Science
Office of Information Technology: Providing Computing and Communications Resources to the University of Maryland

Accomplishment Highlights — Fiscal Year 2008

OIT Staff Members Earn Kudos

Ellen Borkowski, OIT’s Director of Academic Support, was honored with an Outstanding Service Award for her work with the university’s Peer Consulting Network (PCN). The PCN is an all-volunteer unit of the Center for Leadership and Organizational Change (CLOC). PCN members partner with CLOC employees to work with units all over the university on various organizational development activities.

In May 2008, Fran LoPresti, OIT’s Director of Technical Services and Support, was honored by being named a Fellow of the Society for Clinical Trials. This title acknowledges and recognizes Frank’s contributions to the advancement of clinical trials. Her efforts focused on using computer technology to improve the quality of clinical trials and to enable larger trials to be conducted in diverse environments around the world.

Gerry Sneeringer, OIT’s Director of IT Security, was re-elected to the Board of Directors of DNS-OARC, an Operations, Analysis, and Research Center focused on the security of the Internet’s global Domain Name System. The university has been a member of DNS-OARC since 2004, and Gerry has served as the university’s representative since that time.

OIT staff members shared their knowledge via presentations and technical submissions at several national education and information technology conferences, with subject matters ranging from technology in the classroom to IT security audit best practices.

OIT Staff Members Share Knowledge and Information

During fiscal year 2008, OIT representatives attended more than 40 university outreach events, such as new student and employee orientation sessions, the All-Nighter, Family Weekend, the First Look Fair, and Maryland Day.

OIT staff members shared their expertise with students in the classroom, with some staff members teaching seminars or courses while others served as guest lecturers, guest presenters, and guest evaluators in the following courses:

- COMM 232 News Editing for Public Relations
- HONR 228A Science and Pseudoscience
- INFM 722 Copyright, Privacy, and Security Issues in Digital Information
- LBSC 642 Integrating Technology into Learning and Teaching
- LBSC 708R Managing the Academic Information Enterprise

OIT Forges Ahead

We hope you enjoyed learning about OIT’s successes for fiscal year 2008. Many of these are only stepping stones on the way to achieving larger IT improvements at the university. Some of OIT’s upcoming plans for the coming year are the following:

- OIT’s network refresh activities will continue, and state-of-the-art communications services such as VoIP will expand on campus. These activities bring the university closer to offering a unified communications infrastructure.
- The Division of University Relations and OIT are forming a partnership to create a full-service university Web design and development service. Through this partnership, we will work with clients to create unique Web site designs that fit the mission and messaging of each client, while ensuring that the sites fit into the university’s overall Web site branding and design standards. Also, we will provide a Web-based content management system that will help non-technical users modify and maintain content on their university Web pages.
- OIT will co-sponsor the Mobility Initiative, a pilot program to enhance the student education experience by examining the role that mobile Internet access devices might have in the future of instruction, learning, and the social growth of students on campus.
- A new IT Service Management tool will become available on the OIT Help Desk Web site, which will give university community members a new resource for self-service help, a way to submit help requests online, and an efficient method of tracking the progress of those help requests. After extensive evaluation, Numara Software’s Footprints was chosen as the management system to bring all the pieces together.
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We look forward to further contributing to this great university through these planned activities and others which will improve the functionality, robustness, and reliability of campuswide information technology services.