Office of Information Technology
Accomplishments

Providing Computing and Communications Resources to the University of Maryland

Fiscal Year 2009
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A Message from the Vice President and Chief Information Officer

For 11 years, the Office of Information Technology (OIT) has served as the university’s central information technology organization. Throughout that time, our mission has been to provide leadership and innovation in information technology planning, to implement efficient technology infrastructures, to develop and deploy effective information systems, and to deliver responsive IT support services that contribute to the overall success of the University of Maryland. During the past fiscal year, OIT has continued to be a key contributor to advancing the university’s strategic plan and its ranking among the very best public research universities.

This publication is intended to share with you the accomplishments achieved during fiscal year 2009 by OIT staff members supporting services in areas such as academic computing, administrative computing, data administration, enterprise systems, networking, security, software development, telecommunications, and user support. 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 three of this year’s accomplishments that we are especially proud of:

• In its third year, OIT’s Academic Computers for Terps (ACT) program saved students, faculty, and staff more than $2.3 million on computers for academic and personal use.

• OIT’s Terrapin Technology Store and Software Licensing program saved students, faculty, and staff almost $2.2 million on computer and software purchases.

• OIT won approval and funding to halve the time it will take to completely upgrade the university network, from ten years down to five. This means that within the next five years, all campus buildings will have updated networking equipment installed, which will allow for additional enhancements to research and communications services.

As always, university community members’ participation and collaboration made these, and the other accomplishments described in this publication, possible. In addition, OIT assisted in promoting the university through news coverage. University IT initiatives appeared in a variety of media outlets, and of all of the news coverage earned during fiscal year 2009, 93 percent of the coverage was positive or neutral.

I hope these achievements give you a sense of OIT’s contributions to the University of Maryland’s overall vision of excellence.

GO TERPS!

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

**In-House Diploma Printing**

OIT worked with the Office of the Registrar to develop a process to print student diplomas in-house for bachelor’s, master’s, and Ph.D. degrees. This process, which had previously been accomplished by a contracted printing company, reduces cost to the university and improves delivery time to students. This process will be expanded to print certificates in-house to obtain further cost and time reductions.

**Electronic Bill Enhancement for Students**

OIT worked with the Office of the Comptroller and the Office of the Bursar to re-engineer the student electronic billing process. By removing a vendor from the process, allowing students to use their Directory IDs to log into a university-controlled site to view current and past bills, providing a new parent access feature, and adding an improved e-mail notification procedure, we improved service to students, saved more than $50,000 for the university, and streamlined operations for the Bursar.

**ACT Computer Discount Program**

OIT’s Academic Computers for Terps (ACT) program had another successful year, fulfilling its service mission of providing university community members, particularly those new to the school, with state-of-the-art computers and accessories, top flight warranty assistance, and affordably priced software titles. During fiscal year 2009, ACT clients purchased more than 2,700 computers and more than 2,300 software titles through the ACT Web site, saving more than $2.3 million off of retail prices. [www.act.umd.edu](http://www.act.umd.edu)

**Software Licensing Savings**

The OIT Software Licensing office enhanced its Adobe and Microsoft offerings to students, faculty, and staff for personal and work-at-home use and made many software titles available through the Terrapin Technology Store. This fiscal year, Software Licensing saved the university community approximately $1.9 million off of manufacturers’ suggested retail prices for personal use software purchases. This is triple the savings from fiscal year 2008. Two-thirds of the increased savings came from sales through the Terrapin Technology Store. 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](http://www.oit.umd.edu/SLIC)

**Terrapin Technology Store**

The Terrapin Technology Store continued to be popular with the university community during fiscal year 2009, especially with incoming students and their parents. During its second full fiscal year of operation, the tech store saved the university community more than $275,000 on computer purchases alone. The Terrapin Technology Store offers ACT program hardware, software titles from OIT’s Software Licensing office, and IT accessories such as iPods and iTunes gift cards. [www.oit.umd.edu/techstore](http://www.oit.umd.edu/techstore)

“Thank you, thank you, thank you! The [OIT] staff were extremely helpful, courteous and prompt; [the experience] could not have been better. I am so grateful UMCP has OIT and the Terrapin Technology Store.”

~ Phyllis Fatzinger McShane, Nutrition and Food Science

“The student discount was extremely helpful in purchasing my software. Without it I would not have been able to afford the program I purchased.”

~ Andi Roth, Student (Education)
OIT Advances University Initiatives

Mobility Initiative

Through sponsorship by the Office of the Senior Vice President for Academic Affairs and Provost, the Office of Undergraduate Admissions, and the Office of Information Technology, 134 University of Maryland freshmen in the Banneker/Key Scholarship and Maryland Incentive Awards programs took part in the university’s Mobility Initiative, a pilot program to explore the academic usefulness of mobile technology as part of their university experience. Students in the pilot program received an iPod touch or an iPhone and were given access to several new mobile device applications: clickers implementation; a customized mobile university portal with access to ELMS (the Enterprise Learning Management System, powered by Blackboard Academic Suite), course lists, and student services; and a set of prototype location-based applications called MyeVyu. They also participated in weekly sessions that included application training, focus groups for software feedback, assessments, and a mobile scavenger hunt.

Faculty members served on the Mobility Initiative Steering Committee to set the direction and provide guidance for the initiative. Faculty also participated in mobile application development, lectures during weekly pilot student sessions, and student learning and assessment activities. In the spring, a session on the Mobility Initiative was presented at the Innovations in Teaching and Learning Conference, and the Center for Teaching Excellence (CTE) worked with faculty who were interested in incorporating mobile learning into their pedagogy. A mobility developer was hired to develop mobile device applications for students and faculty, and six faculty members participated in the mobile learning “track” of the CTE Summer Institute to develop courses for fall 2009. www.mobility.umd.edu

Course Evaluation

OIT worked with the Office of Institutional Research, Planning, and Assessment to design, code, and implement a significant enhancement to the CourseEvalUM online course evaluation reporting system. This enhancement provides an additional reporting feature for large lecture classes: results from individual sections are combined into a single display, showing lead instructors consolidated results as if the individual sections were one course. Individual section reports also remain available. www.courseevalum.umd.edu

Sustainability

President Mote signed the American College and University Presidents’ Climate Commitment in 2007, pledging the campus to take significant steps to reduce greenhouse gas (GHG) emissions from campus operations and to move toward the goal of carbon neutrality (zero net GHG emissions). OIT is committed to that pledge, and this fiscal year participated in a work group to help formulate the university’s Climate Action Plan. We look forward to the challenge of helping to make the University of Maryland a leader in sustainability and environmental stewardship.

Kuali Student

Kuali Student, an initiative within the Kuali Foundation, is a collaborative software engineering effort involving more than two dozen institutions of higher education and private industry to build the next generation Student Information System (SIS). The University of Maryland continued as a driving force and founder-level contributor to Kuali Student through involvement in its governance board and software engineering team. Along with functional experts across the campus, OIT staff contributions have been, and will continue to be, key to the program’s success. In fiscal year 2009, OIT asserted itself as the technical backbone of the project by writing more code than any other participating institution and leading two of three virtual technical teams. One team produced a business rules management system, while the other defined and created a framework for a suite of middleware tools. These tools are key foundation components on which the future SIS will reside. In addition, OIT led the project’s communications planning and implementation, including developing conference participation, Kuali Student’s Web site, social media presences, wiki, and internal blog. The University of Maryland will be an early adopter of the first release of Kuali Student, and OIT will continue to lead the design, development, and communication of subsequent releases. www.student.kuali.org
OIT Facilitates Learning Moments

Blackboard Users Conference

OIT hosted the Maryland Blackboard Users Conference (MDBUG) Users Conference on April 23, 2009. Co-sponsored by MDBUG, the Maryland Education Enterprise Consortium (MEEC), and Blackboard, Inc., the day provided presentations from institutions across Maryland on three different areas: Beyond the Learning Management System (LMS), Enhancing the LMS, and Support. Ninety-eight attendees participated, representing institutions throughout Maryland and the local Washington, D.C. area.

New Technology Classrooms

By the start of the fall 2008 semester, new A/V systems were installed in 13 existing classrooms, and four new Technology Classrooms were opened in Van Munching Hall. This brought the total number of Technology Classrooms to 186. Planning for summer 2009 projects was completed in the spring of 2009, and in May, technology installations began in 20 existing classrooms and 11 new Technology Classrooms in the renovated Tawes Hall. www.oit.umd.edu/tc

Audio Capture in Technology Classrooms

By the end of fiscal year 2009, all Technology Classrooms were equipped with microphones so faculty can now use a simple program called Audacity to record classes on the instructor computer (in order to make them available online via ELMS or iTunes U). A Quick Guide to Audio Recording was developed to show how to record the audio, how to select the file format, and where to save the file. During the spring of 2009, OIT began to examine full-blown capture systems that handle video and computer display, in addition to audio.

Dual-Boot Macs

To accommodate the growing number of Mac users among instructors, a pilot dual-boot image (Mac OS and Windows OS) was deployed using the iMacs in the OIT Teaching Theater in spring 2009. This new dual-boot option allows the instructor and students to choose between Mac OS and Windows OS mode. The pilot has been successful, and dual-boot Macs will be deployed more broadly.

Learning Technologies Brown Bag Discussion Series

During the fall 2008 and spring 2009 semesters, the Learning Technologies Brown Bag Discussion Series promoted effective and innovative uses of ELMS (powered by Blackboard) and other learning tools. The seven discussions were well-attended and well-received by their approximately 130 faculty, staff, and TA participants. Conversations covered a wide range of topics related to teaching and learning tools, and faculty members from different colleges and departments were invited to speak for the events. Dr. Derek Lloyd Hansen from the iSchool and Dr. Jeffrey S. Jensen from the Department of Biology shared their successful strategies for fostering class collaboration using wikis and blogs. Dr. Teng Li from the Department of Mechanical Engineering talked about how he effectively used Web 2.0 in his teaching. Dr. Kathryn Alvestad from the College of Education and Dr. Brett Kent from the College of Chemical and Life Sciences shared their experiences with designing and teaching hybrid courses. In addition to face-to-face meetings, online sessions were also introduced. Participants are able to join these sessions from the comfort of their office or home. http://otal.umd.edu/brown-bag-archives
OIT Facilitates Learning Moments [continued]

ITL Conference

The 2009 Innovations in Teaching and Learning (ITL) Conference not only featured 30 presentations by university instructors, but it also incorporated two new technologies to enhance the participants’ experience: a Twitter feed and QR Codes, which are two-dimensional codes that link to online information when scanned by mobile devices. Conference participants were able to establish a running dialog with one another in 140 character “tweets” as they shared their thoughts on the sessions they were attending. In addition, conference participants used their mobile devices to participate in a scavenger hunt throughout the day.

More than 150 participants from the university and several regional and University System of Maryland schools heard about how digital storytelling, podcasting, wikis, student response systems, Facebook, and other social media tools are impacting learning at the University of Maryland. Keynote presenters from the EDUCAUSE Learning Initiative and Georgetown University directed attendees in “Traversing the Higher Education Landscape in Search of New Learning Environments” and “Capturing the Visible Evidence of Invisible Learning.”

iTunes U Academic Site

The iTunes U Academic site was launched in a pilot form in fall 2008. The site was established to provide instructors with an environment in which to host digital media to share with their students that would mirror the infrastructure of Apple’s iTunes U, but would be private to the membership of a course or the university community. More than 2,100 media files that were uploaded during the fall, winter, and spring terms received in excess of 19,000 browser hits. Several tools have been developed to enable instructors to tie in their course enrollments to an iTunes U Academic course space and to provide a “drop box” that allows students to post podcast content to be evaluated by their instructors. http://learningonline.umd.edu/media/itunesu

ResponseWare Web

For fall 2008, as part of the Mobility Initiative, and then supported for the general campus population, OIT launched the ResponseWare Web service, which makes it possible for students to use a Web-enabled portable device, such as an iPhone, Blackberry, or laptop, in place of a “clicker” audience response device. Before ResponseWare Web, students had to purchase clickers from the University Book Center to be able to participate in a clicker presentation. ResponseWare Web is a service provided by TurningTechnologies, the company that provides the audience response system supported by OIT.

Blogs for Learning

After a year in pilot mode, OIT began offering blogs for academic purposes during this fiscal year. Faculty, staff, and student groups can request a WordPress Multiuser blog for their needs. http://blog.umd.edu

ELMS

ELMS (the Enterprise Learning Management System, powered by Blackboard Academic Suite) saw continued increases in enrollments and functionality during its third year of service. Thirty-nine percent of university instructors taught 70 percent of university course sections using ELMS. This number represents a continued increase over the six semesters that ELMS has been used campus wide.

Also during this fiscal year, more than 32,000 students, or 88 percent of the total student population, were enrolled in one or more ELMS-supported class. This is a significant increase from the approximately 54 percent of the student population enrolled in ELMS-supported courses in fall 2006.

www.elms.umd.edu
OIT Enhances Campus Life

Enterprise Pay-for-Print
The Office of Information Technology deployed a new and improved Pay-for-Print system in computer labs across campus starting with the fall 2008 semester. For years, both a Terrapin Express and a LPCR Pay-for-Print account were required to print via Pay-for-Print in the labs. Money for printing needed to be transferred from Terrapin Express to the Pay-for-Print account. With the new Pay-for-Print system, this process has been streamlined so that only the Terrapin Express account is required, which many students already have. www.oit.umd.edu/print

OIT Computer Labs
To better tailor computer lab services to the university community’s usage patterns, two underused OIT Computer Labs in A.V. Williams and the Engineering and Physical Sciences Library were closed. These labs were the primary locations for PCs with Linux. In addition, all 56 Linux machines, including those in the Regents Drive Garage lab, were scheduled to be eliminated during summer 2009. UNIX services remain available on all Macintosh computers in the OIT Computer Labs. www.oit.umd.edu/wheretogo

Clicker Registration Portlet
Launched in fall 2008, a new Clicker Registration portlet in the MyUM portal allows students and faculty to easily register their clicker devices for use in ELMS and campus classrooms. Before this portlet, these users had to go through a cumbersome process of registering their clicker devices using multiple Web forms. This portlet has streamlined that process by providing one stop for clicker registration via the MyUM portal.

TerpConnect
Launched in fall 2008, TerpConnect offers students access to file storage and a personal Web space. With funding from the Student Technology Fee, last spring TerpConnect upgraded the storage capacity from 200 MB per person to 1 GB per person. File transfer capabilities to TerpConnect were also upgraded and now allow both WebDAV and secure FTP access. www.terpconnect.umd.edu

ADVISE on the Web
OIT partnered with the Office of the Registrar to develop a Web based version of the faculty advising system, ADVISE. The new system is called ADVISE on the Web (AoW), and it went into production in fall 2008. The system provides faculty with automated advising tools presented in a modern, much improved user interface, and its release allows OIT to decommission the much older Deans/ADVISE system.

Student Government Mailing List Application
At the request of the Vice President of Student Affairs, OIT designed, coded, and implemented a Web application that allows students to easily subscribe to a set of electronic mailing lists used by Student Government Association (SGA) legislators to communicate with their constituents. A pilot will begin in the fall 2009 semester that will allow Student Affairs and SGA executives to determine the effectiveness of this approach to communicating with constituents. It is expected that this new service will fill a communications void for SGA legislators who have had limited means of communicating with their constituents prior to this effort. Anyone with a Directory ID can subscribe to one or all of the available lists allowing for all interested parties to stay abreast of SGA happenings. www.oit.umd.edu/SGA
OIT Enhances Campus Life [continued]

University Senate Voting and Election Results Processing

OIT built a Web application for the University Senate election process. The application allows staff members of the University Senate to create and manage candidacy forms, manage committee preferences submitted by members of the university community, run online elections, and manage senate and committee memberships. This application replaces what was largely a manual process that included paper candidacy statements, ballots, and committee preferences that were all done via mass postal mailings. Results were previously all hand-counted and committee tracking was done in a local personal computer database.

UM Wireless Network

The University of Maryland’s wireless network remains one of the largest among public research universities in the United States, with wireless coverage available in all academic and residential buildings in addition to other common gathering places on campus. More than 3,600 access points in 178 buildings support this service. During this fiscal year, usage of the wireless network continued to grow. Up to 17,000 unique users logged into the network on any given day, an increase from 14,000 during fiscal year 2008. Approximately 37,000 students, faculty, staff members, and visitors (via official guest accounts) connected to the wireless network during this fiscal year, up from 32,000 during fiscal year 2008. 

http://my.umd.edu/wireless

Improved Cellular Coverage

This fiscal year, OIT worked with several cellular providers to improve campus coverage. The providers made various enhancements to improve external cellular coverage, but these changes could also improve internal coverage. A Verizon Wireless antenna was installed on the rooftop of a university building in December 2008. In addition, AT&T began installing a temporary antenna, and T-Mobile boosted signals on the perimeter of the campus.
OIT Strengthens the University’s Technology Environment

Network Refresh

This fiscal year, network refresh work was completed in four campus buildings: the Energy Research Facility, the Chemical and Nuclear Engineering Building, Fraternity/Sorority Row 1, and Fraternity/Sorority Row 10 (with funds awarded in fiscal year 2008).

In an effort to consistently bring currency to the campus network, improve the ability to offer modern services, and meet state auditors’ mandates, the Network Refresh project was accelerated from a 10-year project to a five-year project with sustainable five-year refresh cycles thereafter. This five-year network refresh plan received final approval from the Board of Regents in February 2009 and from the Board of Public Works in May 2009. OIT collaborated with university constituents, the University System of Maryland, and many corporate partners to complete an appropriate financing model for the project. OIT began creating implementation plans for the project’s new timeframe and working with campus constituents to develop a five-year building refresh schedule. Refresh of the initial set of buildings under the accelerated plan will begin during fiscal year 2010.

The new and enhanced campus network will improve network performance for the university community and make the delivery of future communication technology innovations possible.

www.oit.umd.edu/networkrefresh

Voice Over IP and E911 Services

OIT and the Department of Public Safety deployed a fully redundant Enhanced 911 (E911) system, a critical component of the Voice over Internet Protocol (VoIP) implementation, this fiscal year. The E911 system provides automatic location information to the Department of Public Safety for 911 calls from both VoIP and regular campus phones. This E911 system will enhance the operational relationship between the Department of Public Safety and P.G. County emergency units and will position the university to handle future changes in communication practices.

The new enhanced campus network infrastructure provides the functionality to support these E911 services.

OIT continued deploying VoIP services in campus buildings and in off-campus locations. Approximately 1,600 IP phones were deployed this fiscal year, bringing the total number of IP phones at the university to approximately 2,116. VoIP and related services continue to be installed on campus as building network infrastructures are refreshed.

The test and acceptance period for an Avaya VoIP system was officially completed this fiscal year. During this period, extensive tests of several components of the VoIP system, including the Modular Messaging voice mail system, the new PBX system (Private Branch Exchange campus switch environment), and the Enhanced 911 services, were conducted.

Network Operations Center

This fiscal year, OIT began the process of formally creating a Network Operations Center (NOC). The NOC’s primary functions will be to proactively monitor critical network components such as routers and Ethernet switches to detect failures and degraded performance, and to perform initial trouble shooting to determine the reason for any abnormalities. The new NOC will be the first formal NOC structure within OIT with display monitors and a commercial network management system. As the NOC expands, it will take on additional monitoring and network services management responsibilities.

MySQL and Webhosting Service

In response to requests from the university community, OIT began offering MySQL database and supporting the PHP programming language through its Webhosting service in June 2009. The availability of these resources will allow departments to implement additional Web applications and features. The new MySQL service offers production and development environments, similar to Webhosting’s Oracle service. The first application supported by the MySQL and PHP services was Drupal, an open source Web content management system.

www.webhosting.umd.edu

www.oit.umd.edu/networkrefresh
### OIT Strengthens the University’s Technology Environment

#### WAM/Glue Merge

The merging of the WAM and Glue environments was completed in the summer of 2009. Although they shared many features, WAM and Glue have been separate since their respective deployments in the early 1990s. The WAM environment was initially designed to provide universal access to campus computing resources, such as e-mail, files, printing, and applications, from on campus as well as from remote locations. Glue was designed initially by the School of Engineering as a way to integrate distinctly different computing platforms and to reduce the number of resources required to support them. Over time, the services and capabilities provided by the WAM and Glue environments progressively overlapped leading to the merging of the two environments. The completed merge allows OIT to support one integrated system rather than two separate ones, saving on duplicated effort and equipment.

#### State Audit Compliance Progress

Following 15 months of field work, the Maryland Office of Legislative Audits completed its tri-annual audit of OIT. The review examines controls associated with enterprise applications, data center management, and networks. The new audit produced four findings, which is an improvement over the seven findings reported in 2006 and ten findings in 2003. In the audit exit conference, OLA’s director of IT Audits, Robert Koslowski, commented that he was very pleased with the result and OIT’s continued commitment to compliance.

#### Information Security

During this fiscal year, OIT responded to 268 incidents involving either compromised or infected computer systems which could have posed threats to the campus network and its users.

Separately, OIT worked with campus departments, other USM institutions, and various state/federal agencies to encrypt more than 100 distinct data exchanges to and from our mainframe-based software applications.
OIT Supports Research at Maryland and Beyond

High-Performance Computing

Deepthought, OIT’s High-Performance Computing Cluster (HPCC), continues to grow as new groups join and old groups expand their contributions. This fiscal year, contributions from the Department of Materials Science and Engineering and the Department of Chemistry and Biochemistry have expanded the cluster to an impressive 1,600 processors. Additional new storage provided by OIT gave the cluster’s 230 researchers more room to work on large projects. During fiscal year 2009, the 22 groups using Deepthought submitted 120,000 jobs, consuming more than 541 CPU-years of compute time. Deepthought also played a key role this year in an Astronomy Department project featured in the History Channel’s series “The Universe,” which aired in September 2009.

Research this year on the cluster was performed by representatives from the A. James Clark School of Engineering, the College of Behavioral and Social Sciences, the College of Chemical and Life Sciences, the College of Computer, Mathematical and Physical Sciences, the Robert H. Smith School of Business, the Institute for Advanced Computer Studies, the Institute for Research in Electronics and Applied Physics, the Institute for Physical Science and Technology, the Center for Advanced Studies of Leadership, and the Departments of Aerospace Engineering, Agricultural and Resource Economics, Astronomy, Atmospheric and Oceanic Science, Biology, Cell Biology and Molecular Genetics, Chemical and Biochemical Engineering, Chemical and Biomolecular Engineering, Civil and Environmental Engineering, Economics, Electrical and Computer Engineering, Entomology, Finance, Fire Protection Engineering, Marketing, Materials Science and Engineering, Mechanical Engineering, Physics, and others.

www.oit.umd.edu/HPCC

Center of Academic Excellence in Information Assurance Research

In June 2009, the University of Maryland was designated by the National Security Agency and the Department of Homeland Security as a Center of Academic Excellence in Information Assurance Research. OIT spearheaded this effort (which highlighted research activities within several colleges, as well as OIT) and focused upon advancing the protection of communication and information resources.


Digital Forensics Lab and Training

Utilizing a grant from the National Science Foundation (NSF) and the CyberWATCH consortium, OIT launched its Digital Forensics Laboratory (DFL) in October 2008. The laboratory allows participants at remote locations, such as classrooms at consortium member schools, to engage in training sessions using professional investigative tools. Several DFL program train-the-teacher seminars were also held this year. They focused on investigating Web usage, extracting evidence from mobile phones, and retrieving data from hard disks.

http://dfl.umd.edu
OIT Forms Meaningful Partnerships

UM/Cisco Executive Sponsorship

This year OIT and Cisco enriched their strategic technology partnership by establishing an Executive Sponsorship relationship. Cisco has assigned an Executive Sponsor to partner with OIT on comprehensive account planning. The Cisco Executive Sponsor will actively engage OIT to share Cisco knowledge and work with OIT to understand its business goals and build relationships. The Cisco Executive Sponsor will also leverage his or her relationship within the Cisco organization on OIT’s behalf to help meet University of Maryland goals and will act as the primary advocate within Cisco to close the loop on larger customer experiences. This relationship played a key role in moving from the 10-year to the five-year Network Refresh plan.

State Board of Elections Web Site

This fiscal year, OIT worked with Dr. Paul Herrnson from the Department of Government and Politics to develop and host a Web site that provided Maryland citizens with voter registration information including the assigned polling place as well as information about the flow of money in Maryland elections. OIT hosted and developed the Web site. The Center for American Politics and Citizenship expanded the information available on the site, including longitudinal, geographic, and candidate reports on campaign spending. The site was heavily used during the 2008 election season.

www.mdelections.org

OIT Provides Support in Times of Need

Project NEThics

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 2009, Project NEThics managed 87 cases of a sensitive nature along with 773 copyright cases.

www.nethics.umd.edu

OIT Help Desk

The consolidated OIT Help Desk (composed of the Faculty/Staff Desk, the Student Help Desk, the Network Operations Center, the Networking and Telecommunications Service Desk, and Campus Information Services) received and processed more than 170,000 technical support and university-related phone calls during fiscal year 2009. Supporting the university’s new Mobility Initiative gave the Help Desk continuing opportunities for training in new technologies. Additionally during this fiscal year, the operators in the Campus Information Services increased their participation in technical support activities while maintaining a call response rate above 95 percent and an average incoming call response time of five seconds.

www.helpdesk.umd.edu

ACT Program Warranty Service

The OIT Warranty Desk provides hardware warranty repairs for purchasers who obtained their computers through OIT’s Academic Computers for Terps (ACT) program. In addition, OIT operates and maintains the repair loaner program which provides a free loaner computer to all clients whose repairs take overnight or longer. OIT also assists any university community member needing help with wireless configuration and problem troubleshooting. During fiscal year 2009, the Warranty Desk staff responded to more than 3,050 requests for assistance, averaging above 250 individual incidents per month. More than 2,100 customers were provided with warranty service for their ACT computers.

Computer Donations to Deserving Students

As part of their participation in the ACT computer discount program, Apple, Inc. and Dell Computer, Inc. donate 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. Between March 1, 2008 and February 28, 2009, 46 computers were distributed to deserving students through this relationship, up from 31 donated during the previous year.
OIT Goes Green

Energy Conservation Plan

OIT developed and began implementing an energy conservation plan for the OIT Computer Labs, Technology Classrooms, and Teaching Theaters that encompasses a variety of strategies, including replacing old equipment with more efficient Energy Star models, consolidating labs and the number of machines, and powering off equipment during off-hours when not in use.

Electronic Forms (ELF) Enhancements

Several new electronic forms were developed and implemented during the year, including a miscellaneous payment request (MPR), a hiring freeze exception request, and two forms which enable the university to collect lobbying and expenditure activities for key officials so that it can comply with the 2007 Federal Honest Leadership and Open Government Act. By replacing their paper counterparts, these new electronic forms reduce employee handling time, provide an automated search and compliance capability, and contribute directly to a greener campus.

Virtualization

To reduce the number of servers needed by the campus community and contribute to the ongoing effort to create a greener campus, the university signed an enterprise license agreement with VMware to provide deep discounts on VMware Enterprise. VMware is a virtualization product that permits multiple environments to operate on a single server. The deep discounts are available on a wide range of VMware software products, and those not included in the agreement are available at 50 percent off of the commercial price.

Payroll and Human Resources (PHR)

OIT worked with the Office of the Comptroller and Department of Human Resources in making enhancements that further establish the PHR system as a model in higher education institutions. Significant functions added in fiscal year 2009 include an automated approval process for PHR affiliates, a new capability to enter salary additions based on a start and end date, a visa future process in the employee module, an automated faculty final leave payout feature in the pay adjustment module, fiscal year end faculty leave reporting, and an automated leap year calculation for gross pay creation. All of these features contribute to the green initiative by reducing paper and improve efficiency and accuracy by automating manual processes.

Power Down for the Planet

In spring 2009, OIT joined the Office of the Provost and the Clark School of Engineering in a partnership with the Climate Savers Computing Initiative (CSCI) to participate in the Power Down for the Planet sustainability challenge program, which promotes the education and use of green practices in computing. CSCI is a nonprofit group of eco-conscious consumers, businesses, and conservation organizations started by Google and Intel in 2007. The Power Down for the Planet challenge brought together colleges and universities across the nation in a friendly competition to reduce computing energy use. By taking the Power Down Pledge, university community members agreed to utilize the power management features on their computers to save energy and look to Energy-Star qualified features when purchasing new equipment.

www.powerdownfortheplanet.org
OIT Staff Members Earn Kudos

**Frye Leadership Institute**

Ellen Borkowski, OIT Director of Academic Support, was selected as a 2009 Frye Fellow for the Frye Leadership Institute (www.fryeinstitute.org). The institute, initiated through a generous grant from the Robert W. Woodruff Foundation, is sponsored by the Council on Library and Information Resources, EDUCAUSE, and Emory University. The Frye Leadership Institute is designed to develop the next generation of higher education leaders emerging from IT and library backgrounds.

**Cisco Mobility Higher Education Technical Advisory Board**

Tripti Sinha, OIT Director of Networking and Telecommunications Services, was invited to represent the University of Maryland on the Cisco Mobility Higher Education Technical Advisory Board (MHETAB). The MHETAB is an invitation-only board which consists of 25 CIOs and directors of IT from higher education institutions in the United States and Canada. The goal of this board is to discuss mobility trends and emerging technologies in higher education and provide strategic input to shape the future direction of Cisco’s wireless products and solutions.

**Outstanding Service Award**

Amy Ginther, OIT’s Coordinator of Project NEThics, was honored with an Outstanding Service Award for her work with the university’s Peer Consulting Network (PCN). The PCN is a volunteer unit of the Center for Leadership and Organizational Change (CLOC). PCN members partner with full-time CLOC consultants to work with units across the university on various organizational development initiatives.
OIT Staff Members Share Knowledge and Information

OIT in UM Classrooms

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:

- INFM 722 Copyright, Privacy, and Security Issues in Digital Information
- UNIV 100 Orientation to the University
- LBSC 708 Managing the Academic Information Enterprise
- UTAP (Undergraduate Technology Apprenticeship Program)

OIT Outreach

OIT representatives attended more than 37 university outreach events, such as new student and employee orientation sessions, the First Look Fair, and Maryland Day.

Professional Presentations

During fiscal year 2009, OIT representatives shared their knowledge via presentations and technical submissions at several national education and IT conferences, with subject matters ranging from online course management to IT security.

“I’m a dairy scientist, and when I speak to my dairy science colleagues, they ask me how I became such an expert in information technology. I tell them that I’m not an expert and I simply rely on the services of our campus Office of Information Technology for training, support, and a ‘heads-up’ to new technologies with a potential impact upon education and communication. When we talk about the details of the services provided by OIT, they invariably say, “I wish we had that at our university.” These comments come from the top public universities in the U.S. Thanks OIT for everything that you do! It’s made me into a national and international leader in my field.”

~ Mark Varner, Professor, Extension Dairy Scientist and ANSC Undergraduate Coordinator, Department of Animal and Avian Sciences, College of Agriculture and Natural Resources
OIT Forges Ahead

We hope you enjoyed learning about OIT’s successes for fiscal year 2009. Many of these are only stepping stones on the way to achieving larger IT improvements at the university. Some of OIT’s plans for the near future are the following:

- OIT’s sustainability efforts will begin in earnest. In addition to changes made internally, we plan to create recommendations for actions university community members can take to use IT in a more environmentally friendly fashion.

- OIT’s network refresh activities will accelerate, based on the new five-year refresh plan. As a result, 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 full-service university Web design and development service, which is a partnership between the Division of University Relations and OIT, will be officially launched to the university community. 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 Drupal, a Web-based content management system that will help non-technical users modify and maintain content on their university Web pages. Activities completed this fiscal year, including investigating enterprise content management systems, creating the business plan and pricing structure, and providing services to a pilot customer, have contributed to our readiness for the official launch.

- 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. Numara Software’s Footprints was chosen as the backend software that will support this tool, and it has been undergoing customization and testing in preparation for campuswide release.

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 information technology services at the University of Maryland and beyond.