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INFORMATION TECHNOLOGY SERVICES

SUMMARY OF ACCOMPLISHMENTS FOR 2010-2011

Contents

Function	6
Budget.....	6
Computer Savings	6
Software License Savings	6
Summary	7
CDW-G & Adobe.....	7
Datatel’s e-Learning Library	7
Datatel’s HR/Payroll - Annual Software	7
Datatel’s HR/Payroll - Professional Services	7
Energy Rebate from Duke	7
Status of Information Technology Services	7
Significant Accomplishments in 2010-2011	8
Blackboard	8
Blackboard 9	8
Blackboard Infrastructure Upgrade	8
Communication.....	8
CIO Campus Interviews	8
Instructional Support Technologies Website.....	9
Intranet	9
ITS Ticket Management Policy and Procedures.....	9
Public Website	9
MyCState/Blackboard Modules	9
System Status Module	9
System Status – History Module	10
ITS Helpdesk Module	11
Construction Support.....	11
Custom Developed Software	11
Enhancements to Custom Developed Software	11
eForms Record Processing	11
New Custom Developed Software	11

Online Application for Admission Record Processing.....	12
Desktop Support	12
Classroom Computers.....	12
Computer Refresh.....	12
Hardware Independent Desktop Images	12
Social Network Sites in the Open Lab	12
Discount Software Programs	13
eLMS for MSDNAA Program	13
Microsoft DreamSpark Program	13
Microsoft Home Use Program	13
Instructional Design Support	13
Video recording of student presentations.....	14
Presentation Equipment Support	14
Classrooms	14
Equipment Sourcing.....	14
Multimedia Production, Streaming Media, and Event Coverage	14
Office and Meeting Rooms	14
Software Packages	14
Course Evaluation	15
Datatel Colleague.....	15
e-Advising.....	15
e-Learning Library	15
HR/Payroll	15
Licenses	15
User Interface	15
Elluminate	15
Experian QAS Address Cleaning Software	16
Hyperion Financial Management Software	16
Image Now	16
Microsoft.....	16

Reporting	16
Third-Party Software	16
Surveys	17
ITS Manager Survey	17
ITS Satisfaction Survey	17
Very Satisfied or Satisfied	17
Dissatisfied or Very Dissatisfied	18
Overall ITS Satisfaction – Faculty, Staff & Administration	18
Overall ITS Satisfaction – Students	19
Technology Infrastructure	19
Campus Wireless Deployment	19
Classroom Switch Upgrade	20
Network Segmentation	20
Security Compliance Effort	20
Ticket Management	21
Training	21
Instructional Design Training Statistics	21
Software Training and Support	22
Tuesday Tech Tips	22
Videos	22
Vision/Forecast for the next one to three years:	22
Vision Statement	22
Aging Cable Plant	22
Distance Learning	22
Disaster Recovery/Business Continuity	22
Faculty/Staff E-mail	23
Information Security	23
Mobile Access	23
Outsourcing	23
Server Room	23

Training	23
Virtual Desktop Infrastructure	23
ITS Team Members	23
Administrative Computing Services	23
Chief Information Officer	24
Instructional Support Technologies	24
Networking and Infrastructure	24
User Support Services	24

Function

Information Technology Services (ITS) supports Cincinnati State's mission of teaching and learning by providing flexible, quality driven, leading-edge technologies that align with and meet the ever-changing needs of students, faculty, staff and community in the College's unique experiential learning environment.

The ITS portfolio includes Administrative Computing (Datatel Colleague student information system [ERP]), Web technical development, custom application development); Instructional Support Technologies (classroom technology, multimedia production, instructional design, training); Networking and Infrastructure (including telecommunications); and User Support Services (helpdesk/client side computing/PC labs/switchboard).

To fulfill this function, ITS has thirty staff members and one faculty member. Two additional FTE work out of the Center for Innovative Technologies; these resources coordinate closely with ITS. Finally, ITS has seven student workers/co-ops.

Budget

The FY 2011 budget for ITS is \$7.257 million, about 9.2% of the College's total budget (\$77.116 million). This is up approximately 1.2% from last year. This is a healthy figure for IT operations, though it will need to grow significantly in the next few years. (See below for details.) Note that for a community college that is also a technical college, this percentage is not unusually high. Sinclair's IT funding, for example, is in excess of 15 percent of that College's budget.

FY 2011 marks the 8th out of the last 9 years that ITS has come in under budget. We are, and will continue to be, fiscally prudent.

Computer Savings

The College switched suppliers for computers from MPC to Dell. With the 3 major computer replacement cycles this past year, we estimate the savings will be \$283,068.

Software License Savings

The following is a list of cost avoidance/savings for the College for ITS budget items.

Summary

Item	Standard Price	Actual Price	\$ Savings	% Savings	Comments
Adobe	84,769	34,463	50,306	59%	If the college had not renewed this upgrade protection through CDW-G, the purchase of the latest versions of Adobe licenses would cost \$84,769.15 (and rising) every time a new version is released.
eLearning Library	108,000	54,000	54,000	50%	Because we signed a three year agreement, the cost of this software was discounted 50%.
HR/Payroll-Annual Software	60,750	46,503	14,247	23%	Discount on license fees for the HR/Payroll implementation
HR/Payroll-Professional Services	132,100	120,150	11,950	9%	Estimated discount on professional services fee for the HR/Payroll implementation
Energy Savings Rebate to implement Altiris	0	0	17,000	100%	Estimated discount on professional services fee for the HR/Payroll implementation
Total	385,619	255,116	147,503	38%	

CDW-G & Adobe

If the College had not renewed this upgrade protection through CDW-G, the purchase of the latest versions of Adobe licenses would cost \$84,769.15 (and rising) every time a new version is released.

Datatel's e-Learning Library

Datatel's pricing for this library is typically \$35,000 per year (\$108,000 for the three years). Because we signed up for this service for three years, the cost of the library was reduced by 50% (\$54,000 for the three years).

Datatel's HR/Payroll - Annual Software

The College received a 23% discount on license fees for the HR/Payroll implementation.

Datatel's HR/Payroll - Professional Services

The College received a 9% discount on professional services fees for the HR/Payroll implementation.

Energy Rebate from Duke

ITS, with the help of Facilities, submitted a proposal to Duke Energy regarding software to reduce energy usage from computers that remain powered on during non-work times/days. Duke reviewed and approved the proposal. After the College implements the Altiris IT Management Suite, Duke will write a check to Cincinnati State for \$17,000.

Status of Information Technology Services

ITS has four staff vacancies: Analyst, Sr. Programmer/Analyst, and two Laboratory Technician/Help Desk. The Analyst is currently going through the process of being filled and the Sr. Programmer/Analyst has recently left the College and we are beginning the process of filling that position. The Laboratory Technician/Help Desk positions are for 24/7 ITS Help Desk support. The plan is to fill these positions in

the FY2012. As the College has grown over the last several years and with new technology services having been implemented, ITS is beginning to struggle to keep services at a high-level at our current staff size. Two of the four departments need an additional FTE to continue the high-level of service faculty, staff and students have come to expect.

Significant Accomplishments in 2010-2011

The list below represents the significant accomplishments within ITS in 2010-2011. This does not include every task performed by ITS, but it does include the major events that take-up the majority of our time.

Blackboard

Blackboard 9

Blackboard 9 was launched at the end of June 2010. During the Summer and Early Fall terms, there were 15 *Blackboard 9.0 Overview and Open Lab* sessions to assist faculty with the transition. There were 428 individual Blackboard help requests.

Blackboard Infrastructure Upgrade

ITS began to hold meetings with the Blackboard support team at the University of Cincinnati regarding the performance, availability, and stability of the College's Blackboard system. They informed us that we were not getting the amount of "hardware" support we needed to successfully host Bb. Because of poor support/services, UC gave the College a discount of \$2,000. They also agreed to increase the number of application servers dedicated to us from 3 to 6, and increased the amount of memory from 1.7GB to 8GB.

Communication

New processes were created to improve communication from ITS to the Campus Community.

CIO Campus Interviews

To ensure ITS is meeting the technology needs of the Campus, the CIO has created an annual process to interview all departments/divisions. The following are desired outcomes from these interviews:

- To get a better understanding of specific department technology needs
- Build better relationships between departments and ITS
- Inform departments of current and future ITS initiatives
- Discuss current and future technology needs
- Get suggestions to improve ITS

Instructional Support Technologies Website

Regular updates made throughout the year for the [Instructional Support Website](#)

Intranet

Regularly update documentation within the Intranet

ITS Ticket Management Policy and Procedures

A new ticket management policy and procedures were created to ensure ITS tickets are processed consistently. To view this and other ITS policies, click the following link: [ITS Policies and Procedures](#).

Public Website

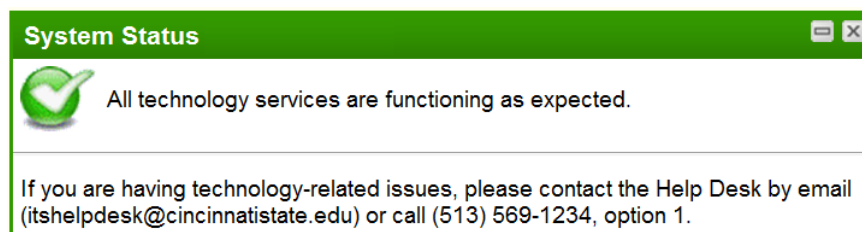
Added several documents and updated content to the [Technology on Campus](#) pages of the Cincinnati State's public website (www.cincinnati-state.edu)

MyCState/Blackboard Modules

ITS maintains three modules within MyCState/Blackboard: *System Status*, *System Status – History*, and *ITS Help Desk*.

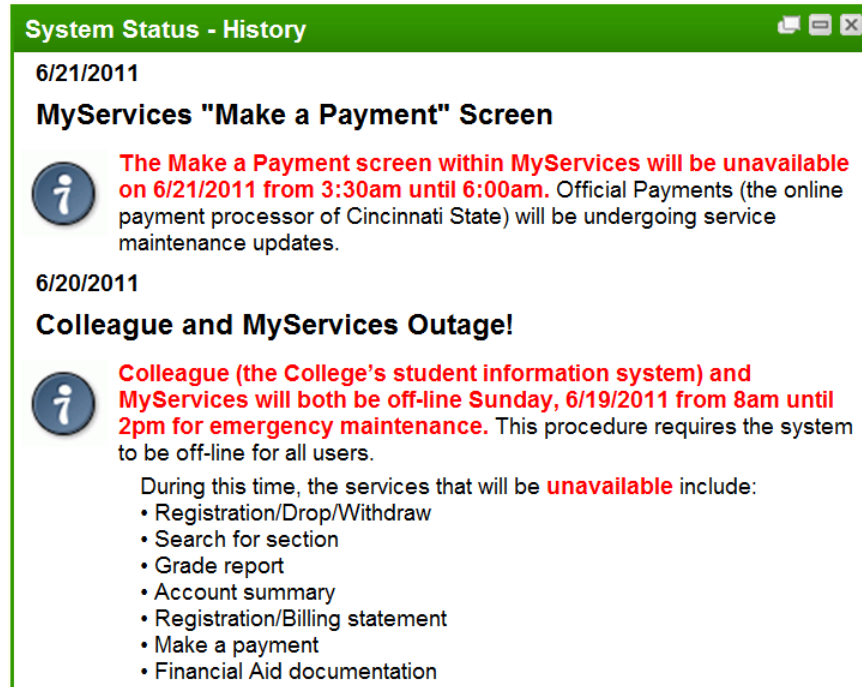
System Status Module

This module shows information regarding current and up-coming outages of major systems.



System Status – History Module


This module shows a complete listing of all outages.



System Status - History


6/21/2011

MyServices "Make a Payment" Screen

 **The Make a Payment screen within MyServices will be unavailable on 6/21/2011 from 3:30am until 6:00am.** Official Payments (the online payment processor of Cincinnati State) will be undergoing service maintenance updates.

6/20/2011

Colleague and MyServices Outage!

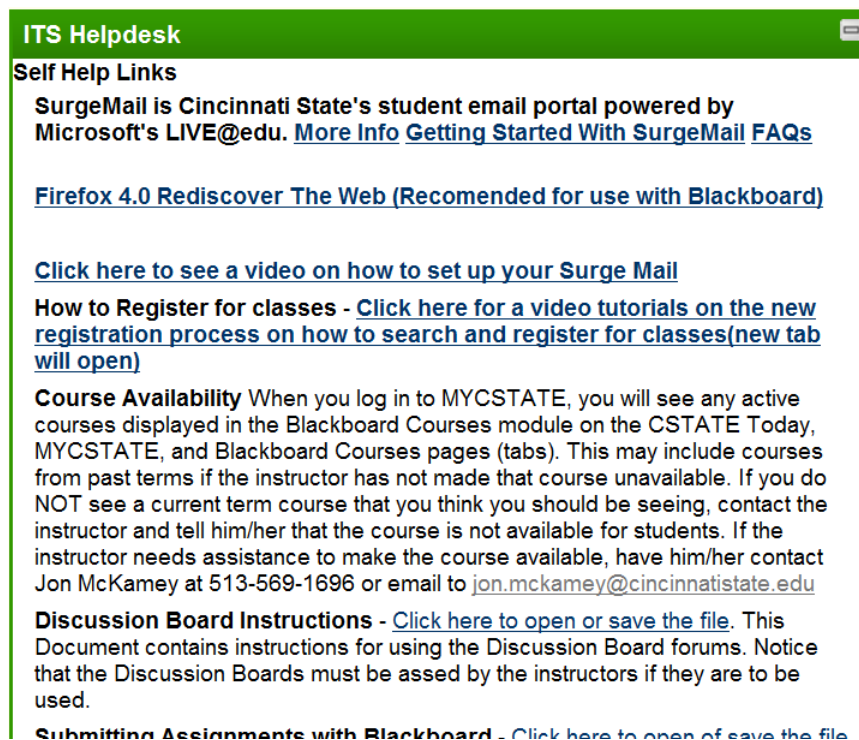
 **Colleague (the College's student information system) and MyServices will both be off-line Sunday, 6/19/2011 from 8am until 2pm for emergency maintenance.** This procedure requires the system to be off-line for all users.

During this time, the services that will be **unavailable** include:

- Registration/Drop/Withdraw
- Search for section
- Grade report
- Account summary
- Registration/Billing statement
- Make a payment
- Financial Aid documentation

ITS Helpdesk Module

This module displays general technology topics.



ITS Helpdesk

Self Help Links

SurgeMail is Cincinnati State's student email portal powered by Microsoft's LIVE@edu. [More Info](#) [Getting Started With SurgeMail](#) [FAQs](#)

[Firefox 4.0 Rediscover The Web \(Recommended for use with Blackboard\)](#)

[Click here to see a video on how to set up your Surge Mail](#)

[How to Register for classes - Click here for a video tutorials on the new registration process on how to search and register for classes\(new tab will open\)](#)

Course Availability When you log in to MYCSTATE, you will see any active courses displayed in the Blackboard Courses module on the CSTATE Today, MYCSTATE, and Blackboard Courses pages (tabs). This may include courses from past terms if the instructor has not made that course unavailable. If you do NOT see a current term course that you think you should be seeing, contact the instructor and tell him/her that the course is not available for students. If the instructor needs assistance to make the course available, have him/her contact Jon McKamey at 513-569-1696 or email to jon.mckamey@cincinnatiastate.edu

Discussion Board Instructions - [Click here to open or save the file](#). This Document contains instructions for using the Discussion Board forums. Notice that the Discussion Boards must be assessed by the instructors if they are to be used.

Submitting Assignments with Blackboard - [Click here to open or save the file](#)

Construction Support

ITS has provided technology support for the following construction projects on the Main and Evendale campus': OT House, HR, Compass, Welcome Center, MSD, ITS, Veterans, College Access, Duke Energy switching stations within Main, ATLC, and Health.

Custom Developed Software

Enhancements to Custom Developed Software

Application enhancements for Financial Aid 2010-2011, Student Billing Automation, My Contacts/cNotify, Web Registration Streamline (to search for course, register, and drop with ease).

eForms Record Processing

There were 73 new eForms created (**17%** increase from last year). Over 52,000 eForms were submitted (**21%** increase) and more than 68,000 eForms reviewed/processed (**20%** increase).

New Custom Developed Software

The curriculum management tool was redesigned and developed to accommodate the transition to semesters, processes to support on-time registration, Accounts Payable automation, processes to

support facility fees, Project Tracker (developed an application to aid in prioritizing projects factoring in Strategic Benefit Score, Cost Benefit Range, and ROI), Metro Discount Card (students may now opt-in electronically to receive Metro discount bus passes), Health and Public Safety Records Database (allows HPS to track immunizations, cohorts, and background check completion for students participating in clinical).

Online Application for Admission Record Processing

The online application for admission processed 18,276 applications (**2%** increase). 62% of these applications were processed automatically and added to Colleague (**1.4%** increase).

Desktop Support

Classroom Computers

Each term, we re-image (re-install) all software on 1,250 computers. That's 6,250 computers re-imaged in 2010-2011.

Computer Refresh

ITS successfully refreshed 1,100 computers across campus from three leases. Below is a summary of steps for a computer refresh:

- Inventory existing equipment
- Interview customers to determine new requirements
- Obtain test systems from vendors performance testing
- Negotiate cost/pricing with vendors and place order
- Receive and unpack new equipment (1,100 units)
- Backup existing user data and install College software (1,100 units)
- Remove old computer and place new computer (1,100 units)
- Clean, repair, and pack old equipment (1,100 units)
- Ship equipment to appropriate parties

Hardware Independent Desktop Images

Successfully created and deployed hardware independent images. This gives ITS the ability to take a standard captured image and deploy it to computers that may be using different mass storage drivers, NIC drivers than those being used by the computer the image was created from.

Social Network Sites in the Open Lab

In response to a significant out-cry from students and faculty, the Open Lab within the ATLC building (rooms 316 and 317) has been moved into a new network to address and manage the need to limit social media access during selected hours of the day. Currently this restricts access to the following social networks from 10am until 2pm:

- classmates.com
- eharmony.com
- facebook.com
- fubar.com
- jaiku.com
- linkedin.com
- match.com
- myspace.com
- plaxo.com
- twitter.com

Discount Software Programs

eLMS for MSDNAA Program

This program provides developer software for download for our CIT students and faculty. Verification of users and the assurance that only eligible departmental members access software is guaranteed in eLMS. They provide us with a department/school branded WebStore, user authentication, over 700 products to choose from and they meet all Microsoft compliance requirements. Students taking CIT courses are emailed at the beginning of each term informing them they are eligible for the program.

Microsoft DreamSpark Program

Microsoft's DreamSpark Program is a simple program. It provides Microsoft professional-level developer and design tools at no charge for anyone who has a cincinnatistate.edu email address. More details can be found at: <http://www.dreamspark.com>. This program includes: Microsoft Visual Studio, Microsoft SQL Server, and Microsoft Windows Server.

Microsoft Home Use Program

Microsoft's Home Use Program allows eligible Cincinnati State employees to obtain a licensed copy of select Microsoft Office desktop programs provided they are licensed to use the software at work. This includes Microsoft Office, Microsoft Project, Microsoft Visio, and Microsoft Office for Mac.

For more information about these programs, contact the ITS Help Desk at (513) 569-1234.

Instructional Design Support

The course *Initiation of Teaching Online at Cincinnati State* was created to help prepare new instructors to teach in the online environment.

Instructional design support and consultation provided for two major Workforce Development projects: Cincinnati Fire Department Continuing Education, Center for Sustainability Excellence.

Video recording of student presentations

We developed a solution for replacing VHS recording of presentations. Camera, video, and microphone audio are sent directly to a student thumb drive for review. We would like to be able to take this one step further and send the same file to a streaming or Blackboard server.

Presentation Equipment Support

Classrooms

We converted 4 additional classrooms on Main campus to smart-rooms. We also expanded equipment at Lower Price Hill Community Center (2 rooms), and Church of God (1 room).

Equipment Sourcing

IST worked with the purchasing consultant regarding the bid process and vendor selection. We toured three local facilities to review vendor performance and inspect installation quality. System requirements were created, an RFP was developed, and vendors toured our facilities. Roscor was awarded the contract. The following was complete for 2010-2011:

- 30 classrooms upgraded with document cameras

The following areas will be upgraded in the Summer of 2011:

- 17 classrooms (vintage 2004 equipment)
- Conference Center
- President's Dining Room
- ATLC Auditorium

Multimedia Production, Streaming Media, and Event Coverage

Created and deployed IST Multimedia Production Request eForm to improve job tracking and supply charge-backs. Added 166 new media files to the streaming server; 4 new streaming PBS videos purchased by the Library (total of 96 currently); Initiated event communication and planning team; IST information added to Facilities Set-Up Request eForm; IST routed as "processor" for immediate communication of upcoming needs.

Office and Meeting Rooms

ITS equipped the President's office, Welcome Center, and 2 division conference rooms with presentation capabilities. We equipped the nursing simulation lab with an intercom system. We provided equipment and personnel support for numerous presentations, including Unsung Hero Award Presentation.

Software Packages

The following software packages were added to the list of supported software by ITS.

Course Evaluation

Working with Academics, ITS was asked to help document the process and software that was being used to survey students about their instructors. The software and procedure was documented along with suggestions to rearrange the pages that students see when they access MyCState. A message sent from the Vice President of Academics to students was added to the page along with a short survey asking students why they had not taken the survey. The result was the highest response yet on course evaluations at 38%.

Datatel Colleague

e-Advising

ITS has expanded the training and setup for the e-Advising tool. For more information on e-Advising, follow this link: http://www.datatel.com/products/products_a-z/e-advising.cfm .

e-Learning Library

The College has purchased a subscription to the Datatel Subscription Library. This library provides short bursts of training so employees can quickly learn more about Colleague without the need for costly and inconvenience need for travel. For more information about e-Learning Library, follow this link: http://www.datatel.com/services/training_education/subscription-library.cfm.

HR/Payroll

Payroll, Human Resources, and ITS have partnered with Datatel to begin the implementation of Datatel's HR/Payroll modules. At the end of December of 2011, Cincinnati State will migrate from out-sourcing payroll with ADP to Datatel (the College's student information system). The project is approximately 25% complete. This project is using the new browser based version of Colleague, not yet rolled out to the campus.

Licenses

ITS has purchased 20 additional Colleague licenses to be used for the transition to semester environment. An additional 80 licenses have been purchased to be added to the production environment. This will happen sometime in July of 2011.

User Interface

A new version of the Colleague user interface has been installed on the College's development account. This will greatly expand the accessibility to the Colleague system. The HR/Payroll project is using this new interface. ITS is building a plan to implement this tool campus-wide. To learn more about this new interface, follow this link: http://www.datatel.com/uploads/9C3279CA-5056-AE65-13E6EDDE99D6B15C/UI4.2_Brochure.PDF.

Illuminate

Illuminate is a set of collaboration tools that allow faculty and students to interact via the internet; it acts as a virtual classroom. Illuminate can also be used as video conferencing software. Visit their website for more information <http://www.illuminate.com/>.

Experian QAS Address Cleaning Software

Experian QAS provides verification solutions for addresses, names, emails and phone numbers. This process has been added to the online application for admission and is also applied to the addresses in our Colleague database. To learn more about QAS, follow this link: <http://www.qas.com/address-software.htm>.

Hyperion Financial Management Software

Oracle Hyperion Financial Management is a comprehensive, Web-based application that delivers global financial consolidation, reporting and analysis in a single, highly scalable software solution. The College's finance department is using this for, among other things, financial forecasting.

Image Now

ITS upgraded the College's ImageNow system to version 6.4 and continues to expand ImageNow usage and customize their workflow.

Microsoft

Many early adopters have been migrated to Microsoft Office 2010 and Windows 7. The migration will continue for the next several months.

Reporting

Informer, a web reporting tool from Entrinsik, was purchased at the end of the FY 2011 budget year. This tool promises several benefits from the current reporting tool, Query Builder, including:

- Self-service report analytics and charting
- Real-time data access
- Easy navigation
- Comprehensive report management
- Integration with desktop functions like PDF and Excel
- Quick and easy deployment and training
- Enhanced security

For more information about Informer, follow this link: <http://www.entrinsik.com/solutions/informer-product-tour>.

Third-Party Software

ITS supports several "third-party" applications. These applications include:

- Blumen
- The Raiser's Edge
- EDEExpress
- EDConnect
- Fieldwork Clerk

- PCS Director
- Hyperion Strategic Finance (mentioned above)
- Digital Dining
- ChefTec
- RASPlus Security Camera Software
- ReportExec
- Scala
- OpenTable
- Parscore
- Canonfile
- Siemens/TAC Software

Surveys

ITS Manager Survey

In September of 2010, ITS sent a survey to the campus to get feedback regarding the performance of the five ITS managers. The survey indicated there are areas where the managers could improve.

- Communication
- Professionalism
- Approachability
- Customer Service
- Strategic Planning

Professional development training was conducted, new communication processes were development (see [ITS Communication](#) in this document), expectations of professionalism and high levels of customer service are expected at all times. We invited the College community to attend open forums (2/22/2011, and 2/23/2011) to talk about how we may address these areas to ensure that the ITS managers are serving the campus at the highest level.

ITS Satisfaction Survey

In April of 2011, with the help Institutional Research, ITS conducted a user satisfaction survey. This survey was sent to faculty, staff & administrators, and students. The results are summarized into two categories:

- Very Satisfied or Satisfied
- Dissatisfied or Very Dissatisfied

Very Satisfied or Satisfied

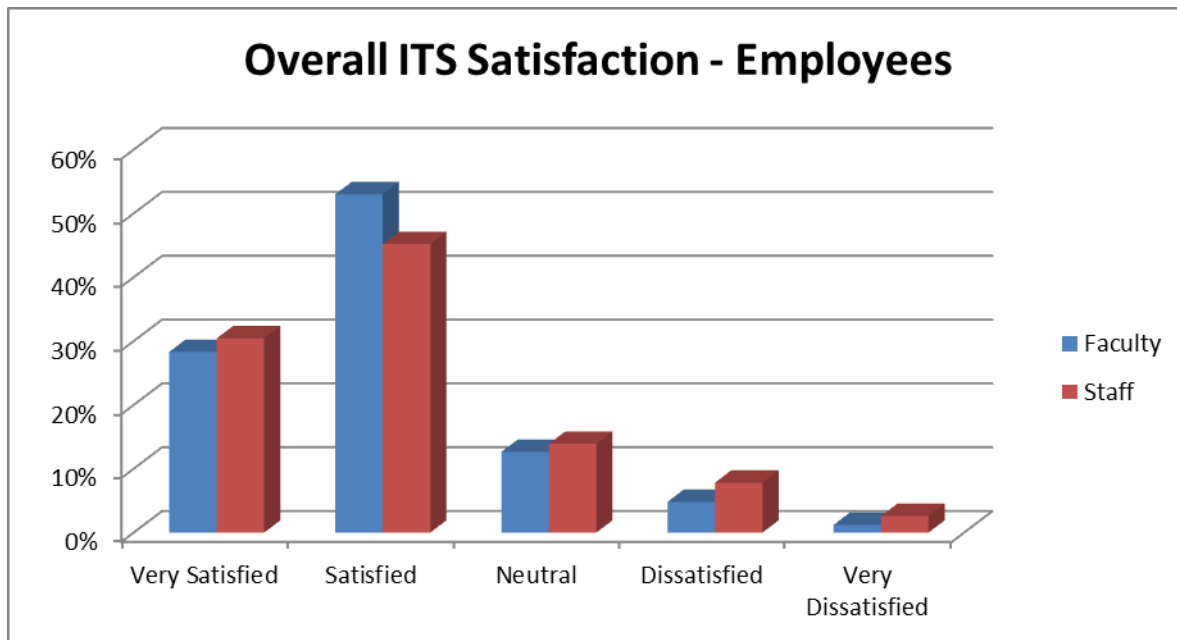
ITS will continue to strive for excellence by remaining focused on the techniques and procedures that resulted in ratings of Very Satisfied or Satisfied.

Dissatisfied or Very Dissatisfied

The ratings of Dissatisfied or Very Dissatisfied is where ITS will pay particular attention to address these areas.

Overall ITS Satisfaction – Faculty, Staff & Administration

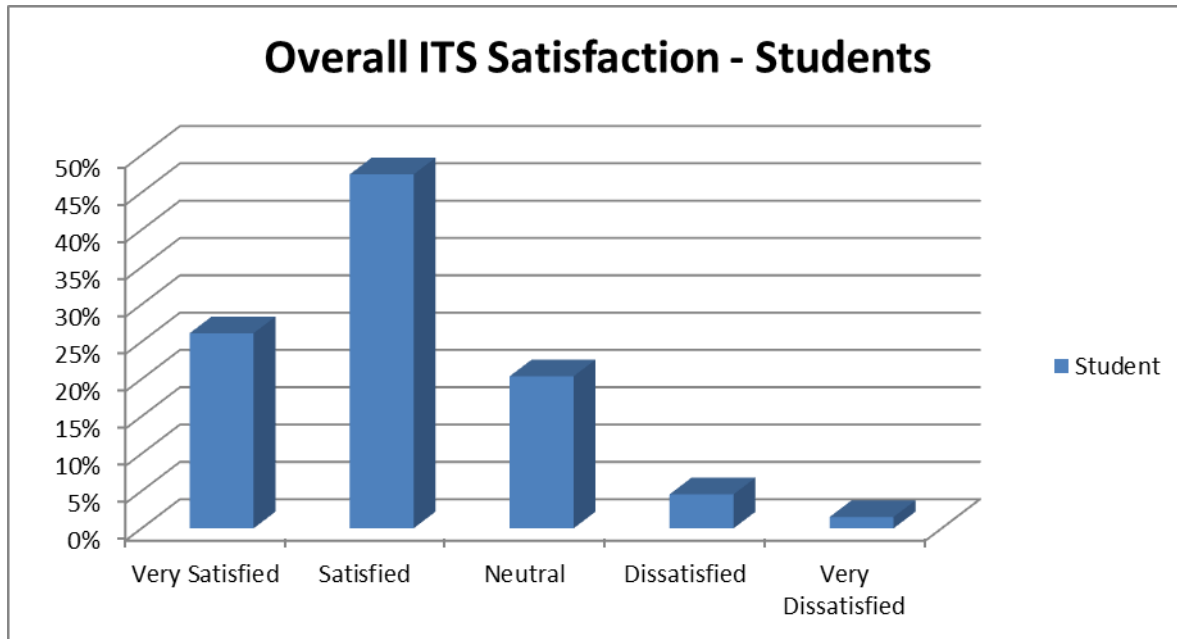
Question: Overall, how satisfied are you with the Information Technology Services (ITS) at the College?



79% Very Satisfied or Satisfied – **8%** Dissatisfied or Very Dissatisfied

Overall ITS Satisfaction – Students

Question: Overall, how satisfied are you with the Information Technology Services (ITS) at the College?



74% Very Satisfied or Satisfied – **6%** Dissatisfied or Very Dissatisfied

To view the details of the surveys, click one of the links below:

- [2011 ITS Satisfaction Survey – Faculty](#)
- [2011 ITS Satisfaction Survey – Staff & Administrators](#)
- [2011 ITS Satisfaction Survey – Students](#)

Technology Infrastructure

Campus Wireless Deployment

The wireless coverage in the ATLC building was increased to cover the entire fourth floor, and increased coverage on the first, second and third floors. All four floors of the Health building now have wireless coverage. Wireless in the Main building was also extended to cover all five floors and will be complete once all the remodeling construction is finished sometime in the fall of 2011.

As for the remote campuses, Work Force Development is complete with the Harrison campus remaining. All equipment has been procured. Remaining is installation of cabling and access points. Once the Harrison campus is completed, the College will have increased the number of wireless access points from 34 to 188. Management and monitoring software has also been added to aid in support and growth of the wireless footprint.

Classroom Switch Upgrade

Networking upgraded 13 classroom switches that were 16 years old and no longer supported by the vendor. Switches connect classroom computers to the network. These new switches are more cost effective and energy efficient. They also increase the bandwidth to each desktop unit from 100 megabyte to one gigabyte.

Network Segmentation

Increased requests for third party connectivity and added support resources resulted in a build out of a new third party network within the College's infrastructure. For the Facilities power upgrade project, Duke Energy had requested the ability to reside on the College's network. They also requested the College house one of their servers that would communicate and collect metering data from several electric zones within the three buildings on the main campus. This network was built out to allow Duke's IT departments' access into the College's network to administer their server and also supply additional support to the Facilities department.

Development and Test networks have been built to better manage application and software deployments within the College.

Security Compliance Effort

In 2008, Finance and ITS began talking about Payment Card Industry (PCI) compliance at Cincinnati State. We quickly discovered that being PCI compliant was a huge initiative. During the summer of 2010, we developed a project plan and schedule for PCI compliance. That plan was approved by Fifth Third Bank and by the College to be implemented by March 31, 2011. The deliverables of that project were met and Cincinnati State is now PCI compliant. For more information about PCI, see <https://www.pcisecuritystandards.org>.

A PCI (Payment Card Industry) network has been created to protect services (hardware and software) that require a higher level of security. Because there is significant work adding services to the PCI network, ITS is limiting this new network to services that require a higher level of security. This also greatly reduces the College's risk.

To sum up briefly, PCI compliance is about controls and these controls are intended to protect information, specifically information regarding credit card processing. As the College took steps toward becoming PCI compliant, ITS has taken the opportunity to increase the scope of PCI to create an **Information Security Program**. This program will keep Cincinnati State PCI compliant and it will enhance our ability to reduce the risks of a security breach and system outages. Some of the components of the Information Security Program are:

- **Information Security Council** - This council's charge will be to approve the Information Security Program and all policies, procedures, and standards; it will also review new information security topics
- **Information Security Policy** – These policies establish security controls for the College

- **Information Security Standards** – More detailed guidance regarding the specific technical areas that are affected by PCI and information security
- **Change Management Process** – Governs and manages all IT changes within the Cincinnati State IT environment; a Change Management Council will be charged with managing and enforcing all IT changes
- **Vulnerability Management Process** – An ongoing self-assessment and remediation process has been created to address threats and vulnerabilities to the IT environment
- **Logging & Monitoring Program** – A method to securely log activity on PCI in scope devices at Cincinnati State; logging and monitoring will also be extended to other devices outside the PCI scope
- **Information Security Awareness Program** – This program will provide training and workshops to educate the campus on issues related to information security. The details of this program will be communicated in the coming months.

These new components/processes have been approved by the Executive Team and are currently being reviewed by the Information Security Council.

An information security program is a living, breathing process. The documentation and processes we have in place must be followed in order to stay PCI compliant and to provide a secure College network, and ITS will drive this program. For more information regarding the College's Information Security Program, see

http://webapps.cincinnati.state.edu/cstate_edu/ITSPolicies/Cincinnati_State_Information_Security_Policies_v1.8.pdf :

Ticket Management

ITS logged a total of 21,810 tickets in 2010. **This is an increase of 23% from 2009!** The key performance indicator of "87% of all calls must be handled by first-line support" was surpassed by 3%. 90% of all calls were handled by first-line support.

Training

Instructional Design Training Statistics

- Offered 124 training sessions
- 286 individuals attended
- 177 individual consultations (ID, online courses, new approaches, etc.)
- 904 Individuals attended Total Hands on Help sessions (all topics)

Software Training and Support

The trainer received Elluminate certification and designed *Elluminate Basics* and *Elluminate Moderator* sessions. The training video *Elluminate for students* is currently in development.

- New Employee Sessions – Trained 175 new employees and new adjuncts
- Updated documentation and training sessions, including “What’s New”, for Office 2010 and Windows 7

Tuesday Tech Tips

ITS periodically sends Tuesday Tech Tips to the Daily News.

Videos

ITS has created approximately 80 training videos. These videos include e-Advising, registration, make a payment, grades, financial aid and many others.

Vision/Forecast for the next one to three years:

With the collaboration of the Cincinnati State staff and Blackwell managers, ITS is an exceptionally strong team with a very deep set of skills.

Vision Statement

Cincinnati State’s Information Technology Services will be the most innovative technology team within the region, known for flexible, quality-driven, leading edge, robust and secure technology systems and services.

Aging Cable Plant

There will need to be a plan for upgrading the network cable plant. This is the wires and connectors used to tie a network together. The existing cable plant consists of both Category 3 and 5e cabling. The capabilities of the existing cabling have already been exceeded in some locations. At the very least, the category 3 cables need replacing.

Distance Learning

Distance learning will expand substantially during this period. ITS has been approved to hire two additional Help Desk staff members to extend the hours for 24/7 helpdesk coverage.

Disaster Recovery/Business Continuity

ITS is currently developing a disaster recovery/business continuity plan. After reviewing initial cost estimates, a second datacenter is not economically feasible. The basis of this plan will be to create a process for rapid recovery in the event of an emergency. This plan will be complete by the end of August, 2011.

Faculty/Staff E-mail

The budget has been approved to outsource the hosting of the College's email server (Exchange) to Microsoft. This will greatly increase the number of resources that can manage faculty/staff e-mail services. It also promises to increase the amount of email storage up to 5GB.

Information Security

Information Security will continue to increase while the College applies the newly created Information Security Program. Along with this program, ITS will create an Information Security Awareness program to ensure everyone on campus has a strong understanding about information security topics.

Mobile Access

Hand-held/mobile devices are quickly becoming commonplace for students of all ages. Many colleges and universities are implementing mobile solutions for every-day uses like campus maps, viewing grades, or even registering for classes. Over the next few years, the College will begin to build its mobile strategy.

Outsourcing

Outsourcing of hardware and software will continue to be a strategic desire of the College. Each "component" outsourced, reduces the risk to the College in the event of a disaster. If the campus is destroyed or unusable, these outsourced "components" will still be up and running.

Server Room

The server room will need a new fire suppressant system to replace the undependable HALON system it currently has. This is a six-figure investment, but with over a million dollar's worth of equipment in the server room, the investment is necessary.

Training

Training will continue to be important to keep faculty and staff skills up-to-date. ITS will recommend business areas to take more e-Learning Library and Atomic Learning training sessions.

Virtual Desktop Infrastructure

The College will begin a Virtual Desktop Infrastructure (VDI) initiative. In FY2012, ITS will deploy the first set of VDI devices beginning with café machines, the Compass Lab, and the Student Services Resource Center. We are estimating 100 VDI devices will be deployed in this initial initiative and we will begin to build a plan to expand the VDI footprint to 1,000 devices across all campuses.

ITS Team Members

Administrative Computing Services

- Uma Gowda, Analyst
- Nicole Hall, Senior Programmer/Analyst

- Dorothy Mann, Programmer
- Phil Rettig, Analyst
- Cody Wang, Analyst
- OPEN - Analyst
- OPEN, Senior Programmer/Analyst
- Amy Rice, Manager

Chief Information Officer

- Jeanne Musick-Huber, Executive Assistant II
- Frankie Baker, Chief Information Officer

Instructional Support Technologies

- Paula Harnist, Trainer/Applications Specialist
- Chris Higginbotham, Multimedia Production Specialist
- Jon McKamey, Instructional Designer
- Deb Powers, Coordinator, Instructional Multimedia
- Norbert Thomas, Classroom Multimedia Technician
- Jim Krailler, Manager

Networking and Infrastructure

- Eric Capal, Network Systems Administrator
- S-Chi (Dan) Chern, UNIX Systems Analyst
- Tim Dewald, Network Systems Administrator
- Verden Hembree, Infrastructure Technician
- Tracy Metsch, Blackboard Systems Analyst
- Anthony Philpot, Telecommunications Specialist
- Joy Sunderman, DATATEL Systems Analyst
- Gary Story, Network Systems Analyst
- Randy Sprague, Manager

User Support Services

- Zach Braun – Lead Laboratory Technician/Help Desk
- Denise Brown – Telephone/Computer Operator
- David Hensley, Senior Laboratory Technician/Help Desk
- Eric Hermecz, Laboratory Technician/Help Desk
- Carmine Santoro, Laboratory Technician/Help Desk
- David Shives, Open Laboratory Technician
- Patty Edwards, Manager