



Information Resource Management

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IRM Status Report, Academic Advisory, May–September 2011

Thursday, September 15, 2011

IRM Organizational Changes Effective August 1, 2011

- A new unit, Classroom Technologies and Engineering, headed by a classroom architect/engineer, has been added to Instructional Technologies.
- The Web Services team has moved from Instructional Technologies to Enterprise Computing Systems.
- A new unit in Instructional Technologies, Classroom and Computer Lab Support, is responsible for all computer, AV, and VC support in the field on the Boca campus.
- A new unit in Instructional Technologies, Production and Operations, combines video production and the video bridge.

University Administrative Services

Completed/Resolved, May 2011–August 2011

- DARWin Degree Audit and Graduation Certification are now available through Banner and Self-Service for FAU academic advisors to help students with course selection and academic program planning.
- The College of Medicine Fall 2011 students have been admitted and registered. Over \$1.09 million in financial aid was disbursed to medical students.
- The 2010/2011 Banner data feeds for the Facilities and Administrative (F&S) indirect cost study have been completed and submitted to Maximus, Inc.
- New undergraduate and graduate applications are live and the FACTS.ORG admissions application is no longer being used.
- XITRACS College Accreditation Management System initial catalog, schedule, and faculty information have been uploaded to the application for review.
- AlcoholEDU orientation completed for Fall term.

Boca Raton | Dania Beach | Davie | Fort Lauderdale | Harbor Branch | Jupiter | Treasure Coast

- Banner Waitlist functionality is in production with a pilot launch planned for Spring 2012.
- Automation of the Volunteer and Service Learning hours into the Banner Student system from SweatMonkey system completed.

September 2011 Update

In Progress:

- The DARS Interactive Audit, a graphical interface with a more modern look and feel, is on schedule for production by the end of Fall 2011.
- Automating the Excess Hours processing is in progress and on target for Spring 2012.
- UAS is working with SunGard on the next release of Banner Self-Service designed to improve visual flow and navigation.

Instructional Technologies

Completed/Resolved, May 2011–August 2011

- Online version of SPOT for traditional classes was piloted over the summer for all Nursing and DSI courses.
- Worked with ECS on developing and implementing the FAU Mobile App.
- Blackboard 9.1 has been upgraded to the most recent service pack.
- SharePoint training has been developed and implemented.
- Presented at New Faculty Orientation.

September 2011 Update

In Progress:

- The third annual Teaching with Technology Showcase will be held October 1 on the Boca campus.

Broward Computing Services

Completed/Resolved, May 2011–August 2011

- Installed and configured all computers and coordinated and installed AV equipment in new graphic design computer lab in AT-528 (Fort Lauderdale).
- New antennas were installed in Fort Lauderdale to improve wireless coverage for the 1st, 7th, 8th, and parking lots.
- Switches were updated on the Davie campus Wellness Center and Library in August and in all four floors of the ES building in June.
- All eclassrooms and open labs have been upgraded to MS-Office 2010.
- DHCP conversion was completed for all Broward eclassrooms and open computer labs.
- Eclassroom/computer lab upgrades include LA-404 and LA-455 (EBS upgrades); ES building Bio-Science classrooms/labs (ES-302, ES-304, ES-305, ES-314 [classroom expansion], and ES-315) (upgraded to IRM standards); and physical changes to 404, 445, 447, 455, and 456 of the LA Building.
- Faculty and staff Exchange migration was completed in Davie and Fort Lauderdale.
- Installation and configuration of VC equipment for the Student Government in SD-217 was completed in May.
- Installation and configuration of Assistive Listening System (ALS) in DW-103 was done in May. This amplified audio to hearing-impaired students.
- EBS eclassroom upgrades were completed in May in 17 classrooms: LA-120, LA-132, LA-233, LA-234, LA-331, LA-332, LA-333, ES-102, ES-103, ES-104, ES-106, ES-108, ES-118, ES-119, ES-120, ES-121, and ES-122.

September 2011 Update

In Progress:

- Relocation of ES-263 psychology computer lab to ES-249.
- Working with college on AV needs of ES-263 educational computer lab.
- Working with Geosciences Department on a 24-seat VDI computer (in new Davie West building) lab using the Citrix XenDesktop product.
- Replacement of Broward's display digital system with the FourWinds standard.
- Polycom VC equipment located in HEC-1108C is being replaced by Tandberg equipment located in LA-225.

- Modifying a database we developed for the Student Involvement department so it can be used by other Broward Student Affairs units.
- Creating a database for Admissions to track prospective students who visit its office.
- Installing/configuring switch on 6th floor of AT for College of Business.
- Configuring new antennas in the Davie campus to improve the wireless coverage in the parking lot (between the Student Union and Davie West across the street).

Northern Computing Services

Completed/Resolved, May 2011–August 2011

- The HC switch was upgraded in July.
- A new network switch was installed in the Jupiter administration building in August.
- New LED displays (digital signage) were installed and are now live in five Jupiter locations and four Port St. Lucie locations.
- All classrooms and labs have been upgraded to MS Office 2010.

September 2011 Update

Ongoing:

- We are working with campus administration to update the Northern web pages and standardize digital signage content submittals.

Communication Services Infrastructure

Completed/Resolved, May 2011–August 2011

- Upgrade and installation of the HBOI VoIP phone system was completed in May. Phone set replacement continues in progress.
- Testing and deployment of FAU's new automated attendant system was completed in May.
- Innovation Village's 1200-bed resident hall was completed in July.
- The Marine Science Lab at HBOI was completed in August.

- Network upgrades were completed for Davie (Education and Science, Library, Wellness Center) and Boca Raton (College of Medicine).

September 2011 Update

Ongoing:

- Phonemail will be upgraded to Xpressions on September 19.
- Networking master plan design meetings are in progress and will complete fourth quarter 2011.
- Marine Science Lab at HBOI is complete but will not be occupied until October 17.
- Construction of the Boca Raton Stadium is on track and will complete in time for the October 15 game.
- College of Education network upgrade continues.
- Wireless deployment continues.

Upcoming:

- Annual network upgrades will continue using EBS and college provided funding. Upgrades for 2011–2012 include the following buildings:
 - Boca Raton: Student Services, General Classroom South, Physical Science, College of Business, Campus Operations Building and the network core
 - Broward: Askew Tower, Sea Tech
 - Jupiter: Honors College, Administration/Classroom Building, Classroom Building, Hibel Fine Arts Building and Hibel Museum of Art
- Selected Unified Communication features will be added to the phone system exact date TBD.
- Plans for the installation of a Distributed Antenna System (DAS) designed to boost indoor cell phone signals are in progress.

Enterprise Computer Services

Completed, May 2011–August 2011:

- Provided access to SharePoint system to departments on all campuses and retired old SharePoint server.
- FAU Mobile App was deployed.
- Developed graduate admissions application in house and deployed it, along with undergraduate application.

- New unified storage system in support of Banner was installed.
- Supported Financial Affairs and Financial Aid by suspending and re-enabling ODS refresh to ensure data files were up to date and did not adversely impact production jobs.
- Blackboard application was migrated to new hardware.
- As part of IRM DR planning, staff transported several pieces of hardware to NWRDC, including a server for the College of Medicine, servers for the library, a blade server to support Blackboard, and additional storage arrays.

September 2010 Update

Completed:

- Owls Apps, featuring Owl Mail powered by Google, available to FAU students beginning September 12.

Ongoing:

- Faculty and staff email account migration from MyFAU to Exchange 2010 almost complete. Approximately 40 users remain to migrate to Exchange 2010 from the old Exchanger as well.
- Upgrading ODS 8.1 to ODS 8.2 that supports Oracle Stream.
- Configuration of Exchange at NWRDC.
- Migrating Blackboard at NWRDC to chassis.
- Installing Banner on new Dell Linux-based platform at Boca and NWRDC.
- Configuring new unified storage system at Boca and NWRDC.
- Evaluating options to improve Help Desk support and to contain cost.
- Supporting Google App installation and migration.
- Deploying DHCP addressing scheme on all campuses.

Information Security

Completed, May 2011–August 2011

- The Acceptable Use of Technology Resources, Responsible Use of Data Access, and the Digital Millennium Copyright Act policies were approved by the Executive Council in June 2011.
- The old VPN service was retired on July 25.
- The network registration system currently used for the wireless networks was rolled out to most areas on campus on July 25. This affected users who were on DHCP and needed to log in

to get Internet access every 4 hours. Now a user can log in, register once, and no longer worry about the need to log in every 4 hours.

September 2011 Update

Completed:

- The Acceptable Use of Technology Resources, Responsible Use of Data Access, and the Digital Millennium Copyright Act policies have now gone into effect. A campus-wide announcement and summary will be following shortly. The new policies are linked from the university policy website at www.fau.edu/policies and from the information security homepage at www.fau.edu/security.

Upcoming:

- Cyber Security Awareness Week is the week of October 24. Schedules and descriptions of events will be posted to www.fau.edu/security under the events tab.