Information Technology Services Department

End of Year Report 2012-2013

This report will detail achievements of the Information Technology Services department at the Oregon Institute of Technology for the fiscal year 2011-2012. ITS has been driven to provide a reliable computing environment for the OregonTech Faculty, Staff and Students. We continue to try to improve in user support through our helpdesk, as the central point of contact for support. This past year ITS completed a total of 8564 problem/project support tickets. That is an increase of about 14.6% from the previous year. As with previous years the proliferation of devices on campus are increasing as people bring smartphone, tablets and laptops on to campus and use our wireless and other resources. This past year ITS has been able to provide services for these devices and will continue to find ways to improves services. The focus for ITS is to provide security, accessibility and increased functionality for all university computing services. ITS has created a Five Year Plan to address the growing needs of OregonTech Faculty, Staff and Students and to meet the requirements to achieve the Oregon Governor’s 40-40-20 initiative.

Application Services

To start the year off, the Appdev Team in collaboration with Oregon Tech’s Banner Implementation Team (iTeam) and OSU Enterprise Technology Services successfully completed the final phase of the Ellucian Banner migration from VMS to Linux. This phase involved moving all source and scheduled processes off of VMS and on to Linux servers and extensively testing the new environment. All three groups did an excellent job identifying and resolving issues prior to migration. This effort made for a smooth transition and allowed for the system to settle quickly post-migration.

Appdev worked with our Banner clients to identify Banner processes that required change to accommodate the Wilsonville campus. We modified the Banner Student, Faculty and Adjunct Faculty extract files for the Library’s Patron Database System. We also did a complete re-write of the Parking Module to accommodate Wilsonville parking permits.

New functionality for Self-serve Banner (SSB) was implemented with single-sign on to SSB from OT’s Sharepoint site (my.oit.edu). Appdev worked with the Business Affairs Office and Campus Security to develop and deploy an On-line Parking Permit Purchase module. Students and employees now have the option to purchase campus parking permits on-line, via SSB, and have them charged to their AR account. Employees also have the option of deferring the charge to payroll deduction. The team along with BAO addressed several projects including an AR auto-refunding process that replaced a process that required staff to run reports then manually enter the refunds. Modifications were made to simplify the Veterans third party billing process. We also worked with BAO and Housing to setup and interface CASHNet eMarket to the Housing Application and Deposit.

Appdev and Registrar’s Office implemented SCRP-SAFE’s eSCRIP-SAFE & Transcripts on-demand. This product facilitates secure, electronic delivery of official student transcripts per the
student’s request. Appdev developed a Team GPA Evaluation report that combines information and computes data which was previously processed manually by Athletics. We finished migrating over the supporting processes for Health Services Point and Click software and we worked with Student Success Center to create a pre-placement calculator to replace manual calculations of Math, Reading, and Writing pre-placements for incoming students. This utility will be in use for the 2013-2014 Academic Year.

Appdev implemented two Follett Higher Education Group products, one that satisfied Higher Education Opportunity Act (HEOA) regulatory requirements. Booklook™ satisfied the HEOA provision on course material information disclosure by allowing course catalog book lookup on the web. Booknow™ is Follett’s eCommerce solution that allows students to purchase their course books at the time of registration.

As we complete the end of this fiscal year Appdev is picking up momentum for implementation of Ellucian’s Operational Data Store and Enterprise Data Warehouse (ODS-EDW). This is a shared project in collaboration with Southern Oregon University. ODS in the past has monitored and managed daily business processes. EDW is used for historical trend analysis reporting and data mining. ODS-EDW supports reporting for all major Banner modules (Finance, Human Resources, Student, and Financial Aid).

**Technical Services**

Technical Services has worked this year to provide a secure and accessible network for OregonTech. Much of the year was spent maintenance, planning and preparing for changes to the network and servers. One of the first steps was to hire a new Operating Systems/Network Analyst, Woody Blackman. Woody brings with him, many years of Microsoft knowledge including being a certified Microsoft trainer. Technical services had prepared to upgrade our Microsoft licensing from campus licensing to enterprise licensing. Technical services has also been constantly monitoring our firewall intrusion protection and intrusion detection services, to guard against malicious attacks on the campus. Technical services also kept the SPAM filter servers both incoming and outgoing server up to date to protect our email services.

**Network**

- Replaced some old HP switches with new HP2620’s
- Work with Pacific Office Automation on printing and faxing
  - Papercut
  - Faxcore
- Troubleshooting of Sodexco HALO issues
- Upgrade PACS network
- Replaced batteries in CHP UPS to provide greater capacity
- Implemented CACTI for traffic monitoring
- Documenting network with NetDot
- Created video classrooms between Klamath Falls and Wilsonville
- Created new syslog servers
- Created new Nagios server
- Bandwidth improvements for ResHall
  - Wireless Survey
  - Upgraded packet shaper to 100Mb/s
- Added switch to core for server connects
- Added new switch for SAN connectivity
- Monitor IPS/IDS
- Maintain HIPAA and PCI compliance

**Server**

- Planning for new Microsoft Licensing
- Testing of Unified Access Gateway
- Testing of Threat Management Gateway
- Planning upgrades to Microsoft System Center
- Began Microsoft Lync pilot program
  - Install Lync server
  - Testing on ITS and a few users
- Maintaining Backups
- Upgraded Eaglesoft server for Dental Hygiene
- Upgraded Alumni Web server to newest version
- Created central KMS server for Microsoft licensing
- Upgrade firmware on SPAM filters
- Guarding campus against incoming SPAM
- Guarding campus against SSN and credit card information through email
- Created CoreStudy server for Echo lab
- Investigating cloud solutions for email and other services

**Telecom**

- Maintaining current phone system
- Upgraded many users to VOIP
- Investigating replacement to voicemail system

**User Services**

User Services provided technical support, staff and faculty training, and customer service to all faculty, staff and students during 2012-2013. The Help Desk is a key component of ITS for providing support to staff, faculty and students. User Services provided various training
opportunities for faculty and staff on campus and in Wilsonville, along with documentation and instructions for self-training. Another key aspect of User Services is the support of Blackboard and the Oregon Tech website.

The following are some of the important tasks performed by User Services

**MyOIT**
- SSO to BANNER
- SSO to Qualtrics
- SSO to FAST
- SSO to FACTS
- Addition of Residence Life features for housing forms

**FACTS 7.0**
- Integrated FSTracking, Marketing, and ITS systems into a single modular system
- Updates to Facilities Services Work Orders/Standing Work Orders
- Created Administration module for managing support groups/roles and clearing cache items without restarting the application.
- Created Settings module for updating application specific settings

**Miscellaneous**
- Launch of new Alumni website
- Updates to Oregon Tech Foundation Scholarship Application
- Updates to CONTENTdm
- Setup of new web/database servers
- Firmware Updates to SAN/Blade Chassis'/Blade Switch
- Permissions updates for the document imaging system

**OIT Website**
- Added new Emergency Management section to website
- Addition of ~10 new forms to Oregon Tech Website
- Ability to import data from information request forms into EMAS
- Updates to existing forms
- Adding/removing permissions for website editors
- Tweaks to site templates
- Upgraded catalog.oit.edu to latest version of Sitefinity (6.0) for beta testing.
User Processes

- Supported move to PaperCut printing and billing client
- Consolidated the three CONTENTdm sites into digitallib.oit.edu
- Upgraded FACTS ticketing system to version 7.0

- Added FACTS features including setting a default home page
- Integration of Facilities Services’ FSTracking system into FACTS
- Several upgrades to EMS Professional/EMS Master Calendar
- Modified the work order system and set up new reports for Facilities Services to accommodate new business processes
- Implemented new features for the Oregon Tech Foundation Scholarship Application
- Created new reports for tracking traffic statistics for OIT resources
- New faculty and staff orientation
- Created annual training plan for faculty and staff

Blackboard

- Support upgrade to Blackboard Learn 9.1
- Migration from CE8 to 9.1
- Service Packs and Patches
- Blackboard Collaborate setup
- Set up new file server
- Archiving/restoring of courses

Help Desk

- Lab Manager training
- Upgrade Symantec Endpoint Antivirus server
- Creation of lab/classroom images
- Deployment of lab images to 31 computer labs
- Deployment of classroom images to all classroom computers
- Coordinate deployment of new lab computers
- Completion of Safety Walkthrough report & coordination of repairs
- Cleaned Boivin basement
- Setup and deployed mobile Smartboards
- Audit long distance codes
- Audit telecom billing
- Implemented new technician training plan
- Phased out last of old Gateway equipment
- Upgraded last few Windows XP to Windows 7
- Removed and upgraded old Dells and a few Gateways
- Performed all the yearly lab/classroom upgrades and maintenance
- Changed staffing from maximum of 2 on duty to maximum of 3
- Absorbed Telecom technicians and tasks as part of Help Desk
- Created and implement a comprehensive knowledgebase using OneNote
- Help Desk handled over 5200 FACTS tickets, averaging 14 tickets per day. We had a record year in 2012, opening 153 calls in one day and closing 125 calls in one day.