

University of Northern Iowa
Information Technology Services



D I R E C T O R Y O F S E R V I C E S

ITS

-
- Administration
 - Educational Technology
 - Information Systems
 - Network Services
 - User Services
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Fall, 2008

Administration

Steve Moon, Interim Assistant Provost
Karen Paulsen, Business Manager



Staff: Professional and Scientific – 2 Full Time Staff
Merit – 3 Full Time Staff
Students – 1

The Office of the Associate Vice President for Information Technology Services (ITS) provides information technology leadership along with a comprehensive array of applications and services, and a sound technology infrastructure to the campus community in support of University goals and objectives.

- **Technology Leadership**
 - Provides collaborative and visionary technology leadership that considers emerging technologies and reflects the needs of the diverse university community
 - Provides leadership in technology planning and use for university faculty, researchers, and students to enhance the quality of teaching and learning environments
- **Applications and Services**
 - Delivers efficient and effective instructional and administrative technology services to university constituents
 - Provides instructional and research technology support to university faculty, researchers, and students
 - Implements and maintains mission-critical administrative systems to facilitate the university's administrative management systems such as human resources, financial information, and student services
- **Technology Infrastructure**
 - Enables and supports a dependable, scalable, and cost effective technology infrastructure for the university enterprise
 - Provides reliable, efficient, and effective telecommunications services to the university to facilitate the productive use of communication technologies by faculty, staff, and students

The ITS Business Office provides administrative support to all units within ITS along with providing support for several campus wide services

- **Support Services Provided to ITS**
 - Provides general office support
 - Maintains departmental files
 - Prepares travel arrangements
 - Maintains student employment records
 - Processes purchasing requests
 - Processes vendor billings
 - Maintains accounts payable and accounts receivable records
 - Processes and reconciles billings for ITS goods and services
 - Processes internal and external telephone billings
 - Prepare and support departmental budgets
 - Prepare financial reports
 - Maintains records of all capitalized equipment
 - Supports campus technology committees
- **Support Services Provided to Campus**
 - Manages Student Computer Fee Allocations
 - Manages Microsoft Select and Campus Agreements



Educational Technology

Marilyn Drury, Director

Staff: Professional and Scientific – 13 Full Time Staff
Graduate Assistants – 2
Students – 17

Dedicated to promoting and supporting the use of educational technologies by providing services to strengthen teaching, learning, and other university endeavors.

Digital Design and Multimedia Production

- Provides self-service and full-service production for various audio/video digital needs
- Streams live and on-demand events each year
- Develops and supports websites
- Creates digital graphics, imaging and schemas
- Provides encoding services for items to be placed on our Multimedia Distribution System which has the capacity for 6 terabytes of storage

Learning Management Systems (LMS)

- Supports Blackboard Learning System
- Supports Blackboard e-Portfolio
- Served as the state of Iowa's WebCT Institute

Instructional Technology

Research and Development

- Supports IP-based video conferencing for events as well as courses each semester
- Implemented two remote connections—one in St. Petersburg and one in Moscow, Russia for the sharing of courses via IP-based video conferencing
- Conducts multimedia hardware and software research, testing, implementation, and evaluation

Iowa Educational Technology and Training Institute

- Assists PreK-12 schools with a variety of technology and educational opportunities
- Writes grants and conducts outreach activities
- Currently coordinating a NCLB grant through the Board of Regents focusing on science, math, and technology

Instruction

- Offers several hundred workshops annually for faculty, staff, and students on computer related software/hardware utilization
- Delivers specialized workshops for faculty and students

Video/Audio Services

- Supports video/audio program design and production
- Provides video/audio editing

Multimedia Distribution and Engineering

- Supports the multimedia classrooms on campus, cable TV systems, and satellite services
- Designs, equips, and maintains multimedia classrooms

Instructional Design and Development

- Regularly conducts and coordinates faculty institutes covering the use of innovative teaching and technology strategies
- Delivers specialized summer and semester break “camps” on focused issues for faculty
- Provides one-on-one consulting and courseware development
- Assists faculty in use of three StudioIT facilities (Studios for Innovative Teaching)

Information Systems

Dennis Lindner, Director

Staff: Professional and Scientific – 30 Full Time Staff
Students - 3

The Information Systems (IS) department of ITS provides information technology solutions and services in support of the University's administrative operations. ITS-IS provides a broad range of services including systems analysis, design, application development, implementation, maintenance, database management and administration, information access, project management and consulting.

Student Information Systems Team

- Provides support for legacy mainframe based student information systems supporting
 - Admissions
 - Financial Aid
 - Student Records
 - Registration and Billing
 - Student Housing

Financial Information Systems Team

- Provides support for Oracle E-Business Suite for Financials and Human Resource Services
 - Financials – purchasing, accounts payable, general ledger, cash management, budgeting & planning
 - Human Resource Services – human resources, advanced benefits, time reporting, payroll, labor distribution

Data Access/Web Application Development Team

- Develops and supports web based/self service applications
 - University MyUNiverse portal
 - PAWS– Personalized Admissions Website
 - Common scholarship applications
 - Program of Study
 - Transfer Plan-It
 - Parent Portal
 - UNI Alert
 - Other self-service applications for faculty, staff, and students

Database and Application Administration Team

- Manages the University's administrative databases
 - Oracle, SUPRA – mainframe, SQL Server
- Provides application administration for Oracle applications and other third party applications
- Maintains hardware and system software associated with supported applications and databases
- Supports Oracle Collaboration Suite
 - E-mail and associated web clients
- Manages Central Authentication System
 - Oracle Internet Directory (CatID)



Network Services

Steve Moon, Director

Staff: Professional and Scientific – 14 Full Time Staff
Merit – 6 Full Time Staff
Students – 23



Network Services manages many of the infrastructure elements that support both administrative and academic applications. This includes voice and data network physical and logical infrastructures, central web and legacy systems, email and calendar systems, and centralized computer operations.

Campus Network

- Backbone is a combination of 1GB and 10GB ethernet
- Supports over 8,000 faculty/staff/classroom connections; 80% of these connections are 100Mb
- Supports over 4,500 residential network 10Mb connections
- Provides full coverage wireless networking for public areas and large lecture spaces. Coverage for small classrooms and office spaces is based on departmental need

Internet Connectivity

- Commodity Internet is available at 200Mb. Peak loads are around 100Mb
- Automated failover for Commodity Internet is available for 100% of capacity
- Internet2 is available, with access provided by Iowa SEGP (Sponsored Education Group Participant)
- Iowa Communications Network (ICN) backbone provides high-speed connectivity between Regent institutions and the ICN network

Systems and Operations

- Supports the following operating systems: Sun Solaris, IBM ZOS, Linux, Microsoft Windows
- Staffs central computer systems 100 hours per week
- Operates Web, Email, Microsoft and network operations infrastructures engineered to run 24 x 7
- Operates Legacy Student Information System to run 21 x 7
- Provides test scoring and scanning services for campus

Voice Services

- Supports Avaya PBX and voice mail for faculty, staff, and residential students
- Introducing Voice Over IP handsets
- Supports automated attendant and call distribution, audio conferencing bridge, extension to cellular services, paging services
- Maintains moves, adds, and changes to 6,000 local land lines

Technical Services

- Provides cable plant design, installation and management services
- Repairs printers

User Services

Tom Peterson, Director



Staff: Professional and Scientific – 7 Full Time Staff
Students – 70

The university help center (the Computer Consulting Center – CCC) is operated by both trained permanent staff and student consultants. It is the first point of contact for students, faculty, staff and emeritus on computer related activities or problems. It offers:

- Walk-in at ITTC 36
- Phone help is available by calling (319) 273-5555. An answering system is available after hours.
- Email address: its-consult@uni.edu
- Account Signup (web space, calendar, etc.)
- Freeware and shareware
- File and disk recover/repair
- Internet wireless setup
- Maintain software inventory
- UNI Computer Sales program, extending educational discounts on hardware and software to UNI students, faculty and staff

Academic Semester Hours:

Monday - Thursday: 7:30 am – 9:00 pm
Friday: 7:30 am – 5:00 pm
Sunday: 6:00 pm – 10:00 pm

Non-Academic Hours:

Monday - Friday: 8:00 am – 5:00 pm
Summer Hours:
Monday-Friday: 7:30 am – 4:30 pm

Operates and maintains the public Student Computer Centers (SCCs) on campus.

Features include:

- Fifteen locations, some staffed by student assistants
- Available for use by students, faculty, staff, and emeritus
- Windows computer systems
- Locations and Hours: <http://www.uni.edu/its/us/sccs>
- E-mail, Internet access and standard software (MS Office, SAS, SPSS, Adobe)
- Laser printing
- ADA accessible
- Email address: us-sccsupport@uni.edu

Provides workstation and application support for various administrative areas.

Provides web-based computing information including:

- SCC user information, maps, hours of operation, computer equipment and software specifications
- Electronic documentation and resources
- Personal computer purchasing programs
- FAQs – Frequently Asked Questions

Some Statistics:

- Served 10,427 different students in the fifteen ITS Student Computer Centers during 2007-2008 with nearly 78,000 visits in April 2008.
- Provided consulting services to over 29,000 telephone inquirers and walk-ins.
- Received approximately 5.4 million web site hits per year to the User Services computer help pages.