

Major Marshall University

Information Technology Projects

FY 09/10

LEARNING SPACES

- **Information Commons - Innovative Learning Spaces Drinko Library**

A number of forces are transforming that core role to embrace a more expansive suite of functions within the academy, functions that are often more distributed, collaborative and explorative. These changes have profound implications for the Information Technology assets and how they are leveraged and deployed in the context of the institution's goals. Fueled by the growth of digital content and tools, the methods for teaching, learning, and research have changed. Both undergraduate and graduate curricula offer new opportunities for experiential and collaborative learning. Interactive digital content and online learning environments enhance the learning experience mixed with an expansive array of digital information resources. In response, we have reorganized and redesigned the Drinko Library and Information Center to incorporate this new vision and provide unified service area that can support all forms of information and service needs. The entire first floor is now open 24 hours. The prime space occupied by microfilm on the second floor is being transformed into the Digital Commons will be utilized for additional collaboration, support spaces and specialized multimedia creation. Includes the provision of quality customer service; Includes staff cross-training & consolidation of staff and departments; Reduce duplication of departments and staff (includes Music Library consolidation); includes purchase of new modular furniture for student study purposes; and removal of several ranges of unused shelving to provide more areas for 24 hour study.
- **South Charleston Library**

The South Charleston Library has undergone significant changes, both in physical space and personnel. By moving one underutilized position to the Huntington campus, the staff on the South Charleston campus is working more closely with the technology staff. Both areas are working as a cohesive group and are embracing the changes. This area was designed after the flexible learning space changes that were done in Drinko.
- **Morrow Library Renovation**

This renovation provides circulation stack tower access point on second floor to better serve the faculty and students. Allows for better security of items and more consistent staffing of circ/reference desk on the second floor; Provides listening station for future consolidation of Music materials; Provides resident content specialist for Appalachian studies and WV history for history department and reinstatement of the circulation of these materials to MU and PALCI EZ-Borrow faculty and students.
- **Music Library Move**

The Music Library move has been completed. Traditionally the music library move would have been carried out using music library staff. Unfortunately, the Music Library staff only consists of 2 positions (one of which resigned midway through the move, the other retired). The move landed, primarily, on the shoulders of the circulation and cataloging teams. The move has, thus far, been a resounding success.
- **Service Desk / Circulation Integration:**

The traditional technology support teams were combined with the circulation staff into a cohesive team. While they do not work together as a single unit, they are working more closely than ever before. The two teams are sharing space, ideas and knowledge along the way.

- **Technology Enhanced Classroom Initiative (TECI)**
Technology EnMerger of TECI and Video Classrooms into one operating unit within IT responsible for all general “Teaching, Learning, and Collaboration Spaces”, TLCS. This will allow for more efficient operation and migration to IP based web conferencing technologies like Wimba Classroom. Additionally, we have been doing training on the TECI classrooms and have been promoting their use. More faculty are now aware of the technology they have available and are becoming increasingly excited about using it.
- **University Computing Facilities:** We have closed one underutilized facility and are making the others more efficient. The Drinko Library Learning Commons has absorbed the computers displaced by the closing of the Corbly Hall facility and the machines are being used nearly twice as often. The courses displaced by the closing of the Corbly Hall facility have been scheduled into other facilities.

INSTRUCTIONAL TECHNOLOGY

- **Information Literacy Project and Assessment**
Includes complete revision of the entire Research Information Services job family and duties (formerly Reference); Includes provision of quality instruction programming with attention to national Information Literacy standards and iSkills testing results; included the expansion of the embedded librarian program to the First year Seminar (2010); staff training & faculty development; consolidation of professional staff; the addition of remote research services and keen attention to Tier 1, 2, 3 question referrals and cross-training and “on-demand” reference services. Participation in the annual assessment day programming to conduct user satisfaction surveys and student/faculty focus groups; full participation in the FYS program scheduled for fall 2010. IC3 testing adoption within the IITL350 curriculum designed for the HEPC’s RBA Today accelerated statewide online program.
- **Print- to-Digital Collection Development Initiative**
Maintain commitment to curriculum support and collection development; Removal of out-of-date materials; Addition of new electronic resources; Creative methods of adding print materials; Includes a renewed commitment to research support; Addition of research resources specific to the sciences; Use of research overhead to support materials; Participation in library consortia to improve access to research materials and services; Includes ongoing Music Library and Special Collections digitizing projects that are underway.
- **MUOnline Program Growth – Ongoing** - Increase in e-courses to aid in generating university revenue; Includes university overhead to support utilities and other operating needs; support for the IT staff who maintain E-course programs, software, hardware, and services; added online courses and programs so students can complete degrees from a distance or from home; includes expansion with Wimba and hybrid course development; participation in campus-wide committees that aid in the academic planning of full degree offerings (Provost’s E-course Planning Committee) and technical review of new and existing E-courses (FDCOMI). **E-Degree Development** - Includes working with Academic Affairs to facilitate the development of new online courses with the goal of full online degrees; Provision of faculty development services to aid in course creation; Support for staff who possess IT skills to provide faculty training and support; Support for software and hardware to facilitate faculty development **Hybrid Program Development** - Includes new hybrid courses to improve student access to educational programming; support for software to facilitate development and delivery of hybrid courses.
- **OCCHS (Online College Courses in the High Schools)**
Includes promotional marketing of the OCCHS Program on a local and national basis; Includes scheduling of online course offerings for high school students; Includes admission and registration of high school students.; Includes student follow-up and student tracking (will include Presidium trial this coming year i.e. outsourcing contacts). **How to Succeed in College Course** -Development of a free, online course for high school students; Includes promotional marketing of course on both a local and national basis; Includes

registration of students in course; Maintenance of course, which includes chat sessions with students and keeping all online content up-to-date; expansion to include support for the RBA Today program with similar online orientation development underway for Academic Affairs

- **SECOND LIFE**

Development of a MUOnLine Second Life island was developed by collaborating with various MU departments. Utilization of island for various promotional purposes involving student recruitment and retention.

SERVICES

- **Student Email conversion to Microsoft LiveMail**

MU LiveMail is a hosted e-mail Microsoft Exchange e-mail environment. All student and alumni e-mail accounts (nearly 50,000 mailboxes) were migrated over to this new system.

Impact: Significant improvements in the area of functionality, collaboration tools, storage, and multi-platform support (Windows, Mac, and mobile). Reduced IT spending to provide basic e-mail services.

- **Password/PIN resets:** Have made great strides in addressing the issues of the “secret question”. The service desk staff are pushing the secret question upon each patron that comes to the desk. IT Systems Infrastructure and the Office of the CSSO are still working on how to make the best system wide implementation.

- **Wireless Access Login Easement - PEAP:** Protected Extensible Authentication Protocol PEAP has been implemented based on the customer need for an easier and more user-friendly connection to the wireless network.

- **Book Self Check-out**

A 3M Self-Checkout Station was added to Drinko Library and is located on the first floor near the central service desk. The library materials are checked out to patrons and desensitized to pass through the entrance security system on a 24 hour basis.

- **Be Herd IT Customer Feedback**

Be Herd is an online complaint, compliment, question, or suggestion service that sends the communication directly to the appropriate IT department and IT Administration.

- **BookLook**

BookLook ties directly to the MU’s Banner course registration system to display cost, author, title, ISBN and all of the information required for full compliance with the Higher Education

GRANT AND RESEARCH

- **WV TeleHealth Alliance (WVTA) Metro Fiber Project - \$8.6 Million FCC Grant – MU portion @\$850,000**

WVTA Metro Fiber and Metro Fiber Equipment bids were completed and awarded in FY2010. This will provide a 10Gb metro network connection between the Marshall Huntington Campus, the Medical School Campus, and the two major Medical Centers. The project also targets lowering the cost of Internet2 and providing access to medical researcher and clinicians. West Virginia formed a statewide collaborative called the WV TeleHealth Alliance (WVTA) and was awarded \$8.4 million from FCC funds to expand cyber-

infrastructure in rural areas. As part of the proposal, Marshall University outlined a Huntington fiber ring that connected Huntington major hospitals, school of medicine and main campus. Greater use of a dedicated network of advanced telecommunication and information infrastructure is vital to enabling rural health care centers in our state to access and leverage telehealth applications, information systems and educational resources.

- **Support of Grant CI-TRAIN (Support)** Funding from NSF EPS #0918949 [\$2,629,049, 2009] Cyberinfrastructure for Transformational Scientific Discovery in Arkansas (AR) and WV (CI-TRAIN) has created a partnership between AR and WV that builds on common research in geosciences, virtual environments, and computational sciences while leveraging technical expertise within the two state: WV leverages AR's expertise in the deployment and operation of shared high performance computing resources while AR leverages WV's expertise in visualization and modeling. Information Technology provides the MU central technical server support and Dr. Jan Fox serves Campus IT Champion for the project.
- **NSF EPSCoR Research Infrastructure Improvement Program: Inter-Campus and Intra-Campus Cyber Connectivity (RII C2) (NSF 09-569) - \$1.2M**
MU Information Technology will split the 1.2 million dollar award with WVU. This award will expand Marshall University's advanced, high bandwidth network via Internet2 to other institutions via a Sponsored Educational Group Participation (SEGP) connection. The expanded access will also provide a framework for the emergence of even higher performance networks in the future and provide new research and educational tools to of the state's education institutions. Additionally, Marshall University will actively collaborate and demonstrate with all participating partner institutions the benefits of a next generation network to support increasing demands for performance, reliability and security.
- **NTIA BTOP WV Broadband \$126 Million**
Marshall University's CIO serves as the Higher Education Representative on the WV Broadband Council that secured this US Commerce Award. Provide broadband network access to consumers in unserved areas of the State of West Virginia, specifically to community and technical colleges, baccalaureate and graduate colleges (both public and private non-profit institutions), and identified publicly funded non-profit research institutions without fiber-optic based network access in order to establish them as broadband anchor facilities for surrounding communities; Provide improved access to broadband service for consumers residing in underserved areas of the State of West Virginia, specifically to those institutions mentioned above, whose current broadband service levels do not meet the NTIA definition. It is also to provide broadband education, awareness, training, access, equipment and support specifically to those institutions mentioned above, and enable other community support organizations by or through these anchor institutions, provide broadband education, awareness, training, access, equipment, and support to those institutions mentioned above in order to provide advanced outreach, access, equipment and support services to facilitate greater use of broadband applications by low-income, unemployed, aged, and otherwise vulnerable populations, stimulate the demand for broadband, economic growth, and job creation in constituent communities and designated economic zones areas defined by HUD, USDA, the State of West Virginia, and other economic development authorities and councils within the state.
- **WV ION - The West Virginia Intrastate Optical Network for Education and Research (Middle Mile)- Submitted March 26th, 2010 Pending**
Marshall University IT Administration assisted in the development of the WV ION grant proposal with the WV-HEPC. It is a research network devoted to statewide 4,300 mile advanced broadband middle-mile network deployed to critical economic community anchors in the state. This \$85M initiative will advance high speed data transfer, visualization, education and research throughout the higher education system and surrounding communities across West Virginia. As noted in the application, our strategy is to not only link all educational and research facilities at advanced speeds, but to apply a ring deployment strategy that avoids disruption of services and enables superior partnerships that will propel our system forward. It will provide

connectivity to national grid computing networks, research facilities and supercomputers nationwide. If funded, West Virginia will join the more than 40 states that currently have advanced optical networks supporting research, training and technology-based business development.

- **Huntington Google Fiber Submission**

Several IT Team members were involved with assisting in the City of Huntington's grant application to provide a city wide high speed network. In record time, according to Google, the entire Marshall University Community had easy access to a Google application pilot that offers them a bundle of collaboration options for educational institutions including Web site publishing, calendar sharing, e-mail, presentations, documents, and instant messaging via the Internet not previously available directly through the University's integrated systems. A six-member team of information technology employees managed to deploy the service infrastructure in record time. They were able to provision 55,000 accounts for faculty, staff, students and alumni, anyone with an active University e-mail account – with gapps.marshall.edu in under 100 hours.

CONFERENCES & TRAINING

- **Faculty/Staff Technology Training**

Improve the quality of the faculty training program for technology at MU. Includes expanding the types of programs provided to faculty for technology training such as facilities and programming to foster faculty professional development, and equipment to aid in faculty technology use and adoption. Includes adding talent outside of the traditional IT roles such as Digital Learning Team staff and paraprofessionals in the IT organization with a new partnership with Human Resource Services to provide staff training opportunities. The [IT Knowledge Base](#) site provides numerous training resources.

- **Using Cyberinfrastructure for Healthcare and Research – Jan. 14, 2010**

Research and healthcare information architecture expertise from West Virginia and Indiana shared their vision and expertise on creating a sustainable cyberinfrastructure to support the growing technological needs of both entities. The conference was held in Drinko Library Auditorium 402 on the Marshall University main campus. The event was archived and the video was [streamed](#).

- **TECH SUMMIT - February 3-4, 2010**

The Tech Summit was a two-day interactive symposium on instructional & research technologies and was held in Drinko Library on February 3-4, 2010. The summit featured interactive demos on both days as well as more in-depth workshops on how to use particular tools.

- **TOUMA CAMEO GLASS COLLECTION – MAY 30, 2010**

The dedication of The Magic of the Pilgrim Cameo Glass: The Touma Collection, was held Sunday, May 30, 2010, at Marshall University's Drinko Library.

INFORMATION SECURITY

- **Client Endpoint Security Client Audit and Upgrades**

Client endpoint security (Symantec anti-virus/anti-malware) is one of several technologies which are in place to help protect campus computers. Prior to the starting this project, fewer than 50% of campus computers had the latest version or were properly configured. **Impact:** Improved security of university-owned computers, over 2,500 computers upgraded to the latest version, daily reporting of at-risk and infected managed client computers.

- **MU Emergency Notification System (MU Alert)**
 MU Alert is a hosted multi-contact-path emergency notification system using the Everbridge Aware system. Currently 9,100 subscribers. This system replaces an internal 'text-only' system with a system that can now send notifications to campus subscribers multiple contact paths including SMS txt, e-mail, and telephone numbers. **Impact:** Improved coverage and reliability, increased awareness during critical public safety incidents.
- **IT Information Security Awareness Activities**
 Threats to campus IT resources take many forms and campus students, faculty and staff need to be familiar with how to identify and protect themselves from these threats. The Information Security team has created a new websites (<http://www.marshall.edu/infosec>) and (<http://www.marshall.edu/it/copyright/>) to expand the educational resources on campus. Additional activities include mass e-mail alerts, security tip video segments, and development of self-paced training materials. **Impact:** Increased end-user awareness and serving as a one-stop resources for IT security and copyright questions as well as provided one of the requirements of the Higher Education Opportunity Act (HEOA) compliance mandate that require methods to inform students that the illegal distribution of copyrighted materials may subject them to criminal and civil penalties and describes the steps that institutions will take to detect and punish illegal distribution of copyrighted materials by July 1, 2010.
- **Identity Management Project**
 Online services require digital identity systems to authenticate system users and provide them with the appropriate level of access. Single-sign-on, identity and access lifecycle provisioning, research Sungard Banner Enterprise Identity Services (BEIS) and Microsoft Forefront Identity Management (FIM) products are several tools we are reviewing for deployment. **Impact:** Reducing duplication of user accounts and passwords; reduce end user frustration and service desk support costs; improve security of institutional information resources.
- **IT Information Security Incident Response Activities**
 The Marshall IT and Information Security team receives and must respond to a steady stream of incidents. These include copyright infringement notifications, legal preservation requests, network abuse notifications (botnet infection, compromised accounts sending spam, inadvertent release of sensitive information). Response often includes coordinated efforts across multiple groups - administrative, technical and academic. **Impact:** Effective response is an important part of an information security program, prevention and detection are the other major areas.
- **Audit WWW site overseer/ownership**
 Several of the recent information security incidents have occurred thru inadvertent release of protected information on the main Marshall web site (WWW). Department web overseers are responsible for content creation, review and updates. However this is an area of frequent turnover. The InfoSec team assisted the Enterprise Apps group in auditing all top-level WWW sites to confirm their departmental contacts. Inactive or abandoned sites were archived and removed. **Impact:** Improved security of WWW sites by confirming site ownership and accountability for site content.

GOVERNANCE AND POLICY

- **Information Security Policy and Procedure Refresh**
 Current policy was drafted from of the State of WV policy and does not address higher-ed issues. Refresh is based off of academic-focused policy and will be better suited to our institution. The Information Technology Council (ITC) approved the revised policy and new information security procedures. **Impact:** Information security policy is the foundation for training and guides staff in their data protection efforts.

- **Administrative Systems Password Policy**
 Passwords are an important aspect of computer security. They are the front line of protection for user accounts. A poorly chosen password may result in the compromise of institutional information and the network. The purpose of this ITC policy is to establish a standard for creation of strong passwords, the protection of those passwords, and the frequency of change. **Impact:** This was needed prior to this year's Deloitte and Touche IT audit.
- **Social Media Page/Account Guidelines and Usage Safety Tips and Suggestions**
 The use of social media sites has continued to increase in recent years as a way for individuals, groups, and organizations to connect with one another and share information. Marshall University has identified social media as another medium useful for engaging with current and prospective students, parents, faculty, staff, alumni and University supporters. **Impact:** - These documents were used in the Faculty Senate Personnel Committee to deal with several growing faculty issues related to social media.
- **Annual Deloitte GCC Audit**
 Participate in General Computer Controls portion of the annual state accounting audit. This annual audit process conducted by the Deloitte accounting firm reviews IT policy, practices and procedures and provides feedback in areas where improvements can be made. **Impact:** Feedback from the audit allows management to make continued improvement in IT operations and security practices.
- **Ongoing Research and Self-training**
 Information Security risks are found on a regular basis. IT security staff need to stay on top of the latest threats as well as solutions to help reduce risk. Areas such as testing of automatic deployment of Windows software security updates, data protection using encryption, multi-factor authentication technologies, extraction/reporting and analysis of data from current systems, identification of defects and deficiencies and automation of their repair thru scripting. **Impact:** policy and awareness only go so far, investment in staff development ensures that a time response is possible as the institution encounters IT security threats.

COMMUNICATION

- **Social Media**
 Marshall University consolidated sites for our institutional presence on [FaceBook](#) and [Twitter](#).
- **Digital Signage**
 An exhaustive pilot was planned and executed during the fall semester 2009 with ten digital signs as part of an agreement with a vendor to lessen the upfront cost to the university. The results of an Arbitron third party survey of the campus community showed that the signs were extremely valuable in getting information out to everyone. There was a sixty to seventy percent recognition and ability to identify content by those questioned in surveys. As a result an Enterprise Digital Signage application was acquired within the budget of the old Kiosk program and a sustainable and distributed implementation began at the end of the spring 2010 term with full production with over twenty signs in place in the summer 2010. Four Winds is the selected software.
- **HerdVideo on YouTube.EDU**
 A Marshall YouTube EDU site was fully implemented with unlimited storage of university specific content as part of an agreement with Google.
- **High Definition IPTV**
 A full implementation of high definition video streaming with multicast to all university computers was implemented for all local broadcast channels in Huntington and Charleston. This service allows anyone with a computer to bring up and view any content that is being broadcast locally.

- **MUOnline Virtual Classroom**
Implementation of Wimba Classroom availability for all courses at Marshall University was implemented to allow for lecture capture and remote delivery of live synchronous
- **Migration of central Multi Way Video Classrooms to High Definition**
The migration of all centrally sponsored video classrooms from standard definition to high definition was completed in FY2010. This brings higher quality video content but perhaps more importantly high resolution computer content and improved “life-like” audio quality to video classrooms.
- **MUMobile**
The first version of MUMobile was released for the iPhone and iPad as well as the Blackberry. In FY11 we hope to release an Android and Windows Phone 7 product and support a variety of Internet Mobile Devices with a version based on HTML5. Expansion is expected in late FY11 to integrate our Learning Management System.

SYSTEMS

- **Virtualizing Machines - VMWare– Marshall University Profiled on VMWare Web Page**
Virtualization achieves economies in hardware investments, “greener” use of electrical power and cooling, and improved security for both the physical computing resources and for the data those resources handle. Since implementing VMware virtual infrastructure in our datacenter, we have significantly reduced hardware, power and cooling costs despite having increased the number of CPUs, applications and storage.
Impact: Since implementing VMware virtual infrastructure in our datacenter, we have significantly reduced hardware, power and cooling costs despite having increased the number of CPUs, applications and storage. The main benefits are: power utilization has dropped 50%; reduce datacenter footprint; and simplify IT management. Administrative tasks, such as patching servers and installing firmware, are much simpler. We are deploying more servers every year provide more services and storage, but our team is still about the same size. Facilitate server provisioning has gone from taking 3 to 4 weeks now takes just 5 to 10 minutes.
- **MUOnline Hosting and Disaster Recovery**
MUOnline was moved to a hosting model to provide high availability, redundancy, and disaster recovery as part of our academic continuance plan.

INFRASTRUCTURE

- **Internet2**
A robust, high performance computing and communications environment can extend today’s research community to the farthest networked researcher, and encompass resources at the farthest reaches of the communications network. Implementation of Internet2 along with redundant Commodity Internet Services thereby improving reliability and redundancy and lowering overall costs.
- **Unified Communications - VoIP Phone System Upgrade (In-Progress)**
Unified Communications (UC) solutions are those that combine voice, video, and data on a single IP network so that university can run leaner and cleaner, improving network performance while lowering costs. All existing IP phones will remain in place while all analog and digital phones will be replaced with an IP phones. The Medical School located at Cabell Huntington Hospital will not be upgraded. The MUGC campus will not be included in this upgrade. **Impact**: All systems are current and supported by vendor; standardize on one phone set type; reduce departmental monthly costs to base phone price (if grandfathered phone

budget is restored); move to a completely converged network infrastructure; reduce costs of new cable installs (1 cable needed for data/voice); integration of voice mail in existing Exchange environment. Voicemail will be delivered to Outlook inbox. SIP installation will allow further real time presence notification; will reduce costs of existing trunks for off campus calls; allow for redundancy in delivering trunks to multiple sites (MUGC, Medical School and Drinko). All sites will be able take over call routing in case of a hardware failure on main campus.

IT ENTERPRISE APPLICATIONS

- **Oracle and Banner Audit and Contract Renewal**

MU worked with WVNET to review and renew both the SunGard Banner and Oracle Contracts. **Impact:** New contracts will allow for more options and freedom in oracle deployment. Price concessions from SunGard make new and unpurchased modules more affordable. Licensing concessions established a new baseline software inventory for MU, MCTC, MURC, and the MU Foundation. Each of these entities inherits usage rights to the entire software suite owned by MU as of January 2009.

- **MCTC Institutional Split complete**

Forced by the movement of the MCTC to an independent free standing institution we were required to oversee, assist, and audit the contractors hired to extract information specific to the MCTC from our Banner system for the creation of their own Banner instance hosted at WVNET. **Impact:** This was a substantial effort that delayed all ERP projects listed below for a period of at least 3 months and was of no benefit to MU.

- **Banner 8.x upgrade**

This significant initiative for Enterprise Systems team was completed in the summer of 2009. The upgrade included significant database and technology changes for converting Banner to an international character set. The character set conversion affected not just all Banner systems but required MU to ensure that all other systems that integrate with Banner were also compatible with the international character set. This requirement significantly broadened the scope and impact of the upgrade. Enterprise Systems successfully accomplished the upgrade with minimal post-upgrade issues and has subsequently provided guidance and leadership to other universities concerning the process.

- **Maintenance/Upgrade of Associated Banner systems:**

It is imperative that we maintain currency on our ERP holdings. This is a very large commitment on time for all involved and was especially so over the past year as we had fallen somewhat behind in previous years and were also presented with an entire version release this year.

- WV11 system and old VMS systems gone – The system to collect and exchange budget information and updates to the state treasurer/auditor office was rewritten and integrated into the Banner/Oracle environment which allowed us to finally retire the last of the “older” VMS operating system environment.
- Got rid of jnitiator – conversion of the desktop display environment for Banner to a standard Java environment allows for a more supportable and stable presentation platform.

Impact: Continued/improved security, supportability, and currency of processes.

New functionality:

As opportunities arise to automate and assist in current business processes it is essential that we assist where we can and dedicate some portion of our resources to expanding the capabilities of the ERP systems.

- Project to identify and track freshmen and sophomores for residence services

- **Banner Document Management System** in Pre-Prod for testing, training and development purposes. This will lead to installation and a move to production status soon.
- The **Enrollment Management** Customer Relationship module was fast tracked into production.
- **HR and Finance Self Service** in Pre-Prod for testing, training, and development purposes
- Rec Center Data Extract process was created and refined and is now in production status
- International Programs Systems. Assisted in the implementation of the **fsaAtlas** and WindStar systems to help with **SEVIS** tracking and proper withholding
- **RMS** (Residence Management System) in pilot/Pre-Prod
- **Digital Measures**/Activity Insight turned over to Academic Affairs for production purposes
- Assisted Academic Affairs in the implementation of the **MapWorks** product.

Impact: Increased assistance to MU processes through automation.

Banner add-ons

- Enrollment management analysis and reporting module in production
- **Banner Document Imaging (formerly known as Banner Xtender)**. Implement document imaging adjunct to Banner in the pilot groups.
- **Banner Finance and HR self service. Assist HR and Finance groups in the implementation of these 2 self service modules.**
- **Mask SSN (and other PII) in Banner**
- **Business Continuity**
- **Junior and Senior evaluation process tracking process.**
- **Luminis V5 upgrade**
- **Explore Banner DR outsource with Blackboard**
- **Workflow**
- **ODS**
- **EDW**
- **Plant Operations System.**

- **Web Properties, Portal, and Learning Management Systems related accomplishments**

Maintenance of existing systems:

It is imperative that we maintain currency on our ERP holdings. This is a very large commitment on time for all involved and was especially so over the past year as we had fallen somewhat behind in previous years and were also presented with an entire version release this year.

- Brought the myMU/Luminis portal up to date – Luminis 4.x SunGard's newest release was rolled out this spring.
- Brought the Banner Student and Faculty Self Services modules up to date – WebTailor 8.x – SunGard's newest release was rolled out this spring.
- myMU and the Marshall web presence were given a facelift.
- Outsourced the Blackboard-Vista system production operation and Disaster Recovery capability of v8.x to Blackboard Hosting
- Implemented Blackboard-Vista Reverse Disaster Recovery with Blackboard.
- Launched new recruitment, financial aid, MUGC and SGA websites.

Impact: Continued/improved security, supportability, and currency of processes.

New functionality:

As opportunities arise to automate and assist in current business processes it is essential that we assist where we can and dedicate some portion of our resources to expanding the capabilities of the ERP systems.

- The implementation of **Luminis 4.x** introduces the concept of Banner Channels. Stock channels for Student and Faculty have been implemented.
- Implemented the Wimba Collaboration Suite Pilot
- Implemented **WordPress Blogging** architecture as the underlying framework for the MU web presence and content management system.

- Implemented the **Follett Books Now** system within our web presence and portal to meet the requirements of the Education reauthorization act's requirement for better access to course book and materials requirements and information.
 - Implemented the R25 web services module giving an open data exchange for **R25/Schedule25** data.
 - Designed and are now delivering a web editor training module.
- Impact:** Increased assistance to MU processes through automation.