UB IT NOW 2009

From the Desk of the CIO

UB 2020 IT Transformation Update

UB IT services are provided by many different organizations across our university. Consolidation of these organizations is now underway as part of the UB 2020 IT Transformation with the goals of making IT operations more efficient, keeping UB's administrative overhead as low as possible, and offering high quality, consistent IT support to our faculty, students and staff.

The budget challenges all of us are facing add a new sense of urgency to our efforts to complete the implementation of the IT transformation as soon as possible.

With guidance from the Executive Technology Advisory Group (ETAG) the senior leadership and the university community, I am leading the consolidation of a single IT organization reporting to my office as first announced in fall 2008 by Provost Satish Tripathi and Executive Vice President for University Support Services Dr. James Willis.

On August 25 of this year, I invited the university community, and more specifically the IT staff from across the campus, to a Town Hall meeting to share the progress to-date on the consolidation and to answer as many questions as possible. Over two hundred people attended the Town Hall meeting. Over two hours, we covered many questions and topics related to the IT transformation. I found the meeting to be informative and valuable as it provided me with the opportunity to share our progress with everyone who attended and helped me better understand the challenges we will undoubtedly face as we move forward. We are planning to continue the dialog with the university community in forums like these and via other channels as we progress with the implementation.

The full Town Hall presentation, including a description of the organizational structure with the new org chart for UB IT, is available at the UB 2020 IT Strategic Transformation Web site.

The consolidation of the IT organizations will be completed in the next 12 months. The reorganization will be implemented in four stages, beginning with IT staff in administrative support units (currently

CIO ELIAS ELDAYRIE
AT THE AUGUST 2009 TOWN HALL MEETING

underway); followed by the Health Sciences; the College of Arts and Sciences and School of Engineering and Applied Sciences; and the remaining professional schools: the Schools of Architecture & Planning, Law, Management, Social Work and the Graduate School of Education.

Academic and administrative IT staff across campus have detailed current services and service levels in preparation for the development of formal Memoranda of Understanding (MOUs) and Service Level Agreements (SLA) for service delivery and support in the new UB IT organizational structure. At their October meeting, the Executive Technology Advisory Group (ETAG) reviewed and endorsed a framework and a model MOU for the Division of Student Affairs. We are also working with the School of Management and the College of Arts and Sciences on developing MOUs for their areas of responsibility.

The MOU models will serve as prototypes to assist in the development of MOUs for each Decanal unit and Vice Presidential area as appropriate.

The careful development of MOUs and SLAs for services with academic and administrative units will help to ensure that UB IT continues to support UB academic, research, and administrative functions as we strive for excellence, while keeping administrative overhead as low as possible.

I welcome your feedback as we move forward with the IT reorganization. The UB 2020 Web site – www.buffalo.edu/ub2020/itst/ – will continue to provide updates and gather your feedback as the IT reorganization moves forward.

Elias G. Eldayrie eldayrie@buffalo.edu

New Learning Spaces

Students utilizing the new informal learning spaces in the Natural Sciences Complex and Knox Hall on North Campus.

New Learning Spaces on the North and South Campuses

Planning for our campus learning spaces has been inspired by the idea that today's students learn in a variety of new ways and in all sorts of different places, formal and informal, traditional and cutting-edge. We know that learning has become increasingly collaborative, interactive, and technology-intensive, to prepare students for the demands of modern workplaces. UB's Comprehensive Physical Plan envisions "new learning landscapes" at UB, bringing information resources and technology together with people to facilitate learning and the exchange of ideas in formal classrooms as well as in informal learning, study, and collaborative work spaces.

This fall UB moved forward with this vision, providing some new informal study/learning spaces in the corridors of Knox, the Natural Sciences Complex, and Diefendorf Hall. The spaces provide Wi-Fi access, large wall-mounted LCD panels for displaying images from student laptops, and comfortable furniture. Students are using these formerly dark corridors for both individual study and group work. Student reaction to these spaces has been enthusiastic. John Pfeffer, the Service Area Leader for Instructional Technology Services, is eager to see how these new spaces are used and to design additional spaces. Study bars have

also been set up in Knox and Diefendorf corridors outside the large lecture halls, enabling students to plug in to use and recharge their laptops between classes.

Student laptop ownership topped 85% in the 2008-09 academic year. The October 2009 My Opinion Survey of students (MyUB) found that more than 92% of student respondents had laptops, with 77% of laptop owners bringing their mobile devices to campus for classes. The My Opinion survey also found that almost two-thirds of students own cell phones that are capable of accessing the Internet, and 7% plan to purchase Internet-capable cell phones in the next year.

Other learning space renovations this past summer included technology upgrades for 17 classrooms, providing them with computer projectors and document cameras. Three classrooms, including Norton 218, were completely renovated and provided with both technology and new movable furniture, enabling faculty to flexibly re-configure the rooms for group work and other activities. UB has been accelerating the technology classroom build-out for the past 5 years to meet faculty needs. Today approximately

BELL HALL, ROOM 138, NORTH CAMPUS

90% of UB's centrally-scheduled classrooms are technology-enabled. The ITS Classroom Attributes web page provides information on the technology capabilities of all centrally-scheduled classrooms.

A final improvement to the technology classroom environment is the installation and use of a new system, RoomView, that allows Instructional Technology Services (ITS) staff to monitor the status of devices in technology classrooms from a central office. ITS staff can respond to help requests, monitor and track resource usage, and service & control devices remotely, resulting in improved service & response times and reduced technical support costs.

View the image gallery to see more of the informal learning spaces on the North and South campuses.

LEFT:
KNOX HALL CORRIDOR,
GROUND FLOOR, NORTH CAMPUS

ABOVE:
KNOX HALL CORRIDOR,
1ST FLOOR, NORTH CAMPUS

RIGHT:
DIEFENDORF HALL, ROTUNDA
SOUTH CAMPUS

Google Apps for Education
New Student Email Partnership With Google

Most new students entering UB this fall received @*buffalo.edu* email addresses powered by Google Apps Education Edition accounts. Google Apps includes gmail with more than 7 Gigabytes of storage and access to collaboration and time management tools: Google Chat, Docs, and Calendar. New students in the schools of Dental Medicine, Medicine & Biomedical Sciences, and Pharmacy & Pharmaceutical Sciences are not receiving the Google Apps accounts at this time. We will be evaluating student satisfaction with this pilot program and migrating all student email to Google Apps if the pilot is deemed successful.

The UB Office of Alumni Relations also offered alumni who graduated in May 2009 the opportunity to keep their @*buffalo.edu* addresses with email accounts powered by Google Apps. UB Alumni who graduated prior to May 2009 will also have an opportunity in the future to sign up for @*buffalo.edu* Google Apps accounts.

Stay tuned for a report on student satisfaction with the pilot program. One point of dissatisfaction has already emerged. Since UB's pilot implementation of the Google Apps email service does not include support for IMAP access, students are not able to access @*buffalo.edu* email on their smart phones via an application such as Microsoft Outlook: they must use a browser to access their email. We are aware of this loss of functionality and are working to offer IMAP services for Spring or Summer 2010.

The key reason for partnering with Google Apps is to provide students with expanded email storage, a state-of-the-art email service, and added collaboration tools, while reducing costs for the university, enabling UB to make IT investments in core services that improve teaching, learning, and student success.

Increased UBmail Email Quotas for Faculty and Staff

Faculty and staff UBmail email accounts are now initially allocated 3GB of disk quota. Student UBmail email account quotas were also increased: student accounts are now initially allocated 1GB of disk quota on the central mail server. Increases in disk quota may be requested by contacting the CIT Help Desk.

UB on iTunes U: Calling All Faculty and UB Special Event Providers

UB on iTunes U offers full UB courses, high-profile special events, and much more through iTunes. We encourage faculty and administrators to explore the use of **UB iTunes U**. Once UB has a critical mass of courses and other materials available in itunes.buffalo.edu, University at Buffalo will become part of the searchable iTunes U catalog. If you are interested in podcasting and want to use iTunes U in your courses or for providing information about your department or school, contact Allen Gaeddert, Classroom Technology Specialist, at ag3@buffalo.edu.

Visit UB on iTunes U Help for information on getting started with iTunes and Enable courses on iTunes U in UB*learns* to set up your courses for use in iTunes U.

Secure Computing

Protect Your Privacy Using Mobile Devices at UB and on the Road

Protect your privacy by using UB_Secure whenever you access the campus network from your personal mobile device. Your UBITName, password, and all other data transmitted from your device to the wireless access point (the campus network) are encrypted by UB_Secure. Information on configuring your mobile devices for UB_Secure is available on the UB IT Web site. Some services, such as iPrint Anywhere and Microsoft Exchange email clients, require the use of UBVPN. Read more about using UBVPN.

UB_Secure and UBVPN will solve the problem of protecting your privacy with Wi-Fi here at UB, but how can you protect your privacy when you are on the road? Most public hot spots, such as those in airports, hotels and restaurants, are open to anyone. Following are a few tips to help protect you at public Wi-Fi locations.

- Install firewall software or enable the built-in firewall on a wireless device to protect against hackers, worms and viruses.

- Don't send personal information, especially sensitive information that can be used to steal your identity such as credit card numbers or Social Security Numbers, when using a public Wi-Fi hot spot.

- Be aware of the surroundings. Make sure not to leave sensitive information out in the open for others to see.

Don't Get Spoofed or Hooked by Phishing Scams

"Phishing" also known as "Spoofing" is a trick Internet scammers use to "fish" for consumers' financial information and password data using fake emails and Web sites. The scammers send consumers emails that appear to be from well-known companies with links to Web pages that have been disguised to look nearly identical to legitimate companies' sites.

The phony email messages create the impression that there is an urgent need for the consumer to take immediate action to update personal information to avoid some threat or risk to the consumer's personal accounts. The illegitimate Web sites ask consumers to enter current financial and personal information – such as user IDs, Social Security numbers, bank or credit card account numbers, passwords, and ATM PINs.

Learn how to identify phony email messages with these tips:

- Be aware that email headers can be forged easily, so the posing sender may not be the real sender.

- Don't reply to an email, text, or pop-up message that asks for personal or financial information and don't click on links in the message. If you want to go to a business Web site, type the Web address into your browser yourself.

- Don't respond if you get a message that asks you to call a phone number to update your account or provide personal info to get a refund. If you need to reach a business or organization, call the number on your financial statement.

- Ensure that a Web site is secure by checking to see whether there is an "s" after the http in the address and a lock icon at the bottom of the screen. Both are indicators that the site is secure.

If you think that you may have received a phishing email, you may want to do the following:

- Contact the legitimate company named in the email to confirm whether the request is from them. Most companies do not ask customers to confirm personal information by sending an email.

- Read the information and tips put out by OnGuardOnline.gov about phishing.

- Forward the suspicious email to the Federal Trade Commission for unsolicited commercial email.

- UB will never ask you to provide personal or private information through email.

UB 2020 Updates

Student Services Transformation Update

The Student Services Transformation Project has passed the one year milestone! Over the past year, we completed the Discovery Phase of the project and have begun Configuration of modules.

Work completed in the Discovery Phase includes finalizing the Project Charter – the document that describes the goals, principles, and approaches of the project; concluding the Fit/Gap process – a detailed analysis of how PeopleSoft's *Campus Solutions* will fulfill our business needs in the functional areas of student services; and adopting several strategy documents that guide the management of our software and database environments, organizational change management, and end-user training.

The Configuration Phase of the project involves creating a plan and approach to convert existing data and configure the new system to meet UB's requirements for each functional area, data testing, establishing our security settings, redesigning current business processes, developing a comprehensive training plan, and convening advisory groups to assist with the transition for UB's administrative offices, faculty and students. At present, the core configuration has been completed for the Academic Structure, Admissions, and Campus Community modules. The remaining modules will conclude this phase in the upcoming months and the progress of each module area is detailed in monthly updates. To find out how to sign up for any of the module listservs, please email us at: ub-sst@buffalo.edu.

In addition to the implementation activities, the SST project is currently working on the following activities:

- Preparation for Course Catalog Go-Live in late spring 2010, including refining the training plan for all associated Course Catalog transactions, data conversion and data modeling testing; continuing to test the results of data modeling; and business process redesign.

- Campus Readiness Assessment to ensure that all related areas across campus that will be impacted by the new student system will have the necessary training and support prior to deployment. We will convene advisory groups dedicated to assessing the needs of faculty, staff and students.

Additional project information, as well as the opportunity to voice feedback, are available at: www.buffalo.edu/ub2020/sst.

VoIP Progress Update

Great progress has been made by the VoIP project team in replacing the more than 80 departmental phone systems at UB with a single standard VoIP system. More than 6000 VoIP phones have been installed to-date (of the approximately 8000 needed), and more than 45 individual departmental phone systems replaced.

Among the areas recently completed are the School of Engineering and Applied Sciences, the Natural Sciences Complex, and Crofts Hall.

The full transition schedule showing academic and administrative areas completed, areas in progress, and target completion dates for future implementations is available.

An extensive set of online VoIP Quick Reference and other training materials is also available.

DEAN HARVEY STENGER UNPLUGGING A PBX, AS THE SCHOOL OF ENGINEERING AND APPLIED SCIENCES MOVES TO VoIP

Campus Infrastructure *and* Services

10G Network Upgrade

As network use increases and specialized applications requiring significant amounts of bandwidth become more prevalent, UB's campus network is reaching capacity. It is time to upgrade the campus network to provide a core backbone capable of 10G (10 Gigabits per second) capacity. We all rely on the backbone to connect faculty, students, staff, and others to the many services and applications used daily at UB. The UB IT Network Services team has spent the last few years upgrading the different parts of our IT network infrastructure. A result of these changes is that network traffic across our backbone is not only increasing, but changing. We now need to upgrade the backbone so it will continue to reliably support today's services and applications as well as those of the near-term future.

The backbone upgrade will bring 10 gigabit per second (10G) networking directly to campus buildings. Our backbone is currently composed of several single gigabit links that connect the main networking devices that route and forward information (routers). Since the completion of the UBNET project last year, we have gigabit connectivity via network edge devices to every user's desktop. As the edge ports are used at gigabit speeds, more bandwidth in the backbone is required to handle the load.

The upgrade will also improve network reliability by increasing redundancy and fault tolerance. Fault-tolerant systems continue to operate properly in the event of the failure of some of their components. Fault-tolerance is particularly sought-after in critical systems. To provide the "high-availability" needed for applications such as VoIP, UB*learns*, distance learning, and video conferencing we need to add more redundancy to the backbone. The upgrade will also provide support for new features and functionality.

The upgrade will be done in several phases over the next three years. Phase 1 is designed to construct a 10gig core that supports the functionality listed above. Once the core is built we will start upgrading the building switches to support 10gig connections into the backbone. See the Proposed UB 10G Conversion Schedule.

For more information about this project, please contact Jerry Bucklaew, Senior Network Architect and Network Backbone Upgrade Project Manager. Visit the 10G project page for progress updates.

QUICK NEWS BRIEFS

FROM THE PROJECT MANAGEMENT OFFICE
IT Project Status Reports

An **IT Project Status Report**, updated monthly, is now available on the CIO Web site. This report contains information about key campus IT projects, including descriptions of the projects, their current status, and the project manager's name.

UB'S STRATEGIC PLAN for Information Technology 2009-2012

This publication outlines the strategic priorities that will guide IT investments in support of our campus UB 2020 plan to achieve academic excellence. It is available on the **CIO Web site**.

UB IT NEWS Channel

The CIO Web site also now includes an **IT News Channel** where you can read postings from the CIO about current issues & projects and send feedback to the CIO.

A Greener Shade of Blue and You

Now that UB has an official [Climate Action Plan](#), you may be looking for some "green computing" practices you can adopt. Listed below are a few:

Best Practices for Faculty/Staff at the Office [1]

1. Talk with your IT staff first

- Find out the energy-saving practices in your unit
- Ask for recommendations on how to proceed

2. Use "sleep"/power management settings when your computer is on

- [Learn how to set power management settings](#)

  » Monitor/display sleep: Turn off after: 15 minutes or less

  » Turn off hard drives/hard disk sleep: 15 minutes or less

  » System standby/sleep after: 30 minutes or less

3. Logoff when away

- Continue to save more energy; the computer will go to sleep more reliably
- Remember to close unneeded programs before logging off; some programs may prevent sleep mode

4. Turn off your computer, monitor, and other devices when not in use

- Save more energy than sleep mode
- Ask your IT or facilities staff for a power strip for speakers, scanners, chargers, and other devices; recommend "smart" power strips that have combination outlets (manually switched and always-on), motion sensors, and other advanced features.

  » Flip the switch on only when equipment is needed. Plugged-in electronics continue to draw power; unplug unused equipment!

5. Save resources—reconsider printing

- Reduce paper usage
- Print only final copies
- Print double-sided and/or two-up
- Try narrower margins
- Avoid printing unnecessary emails
- Work with your IT staff to consolidate printers

6. Reuse and responsibly recycle computer equipment

- Offer older, but working, computers to other UB departments

  » Post offerings to the dccs@listserv.buffalo.edu group or go to the [UB SWAP](#) Web site to add your offering to their listings.

- Use the [UB 2020 Dell Asset Recovery Service](#) to recycle and dispose of computing devices according to EPA standards. Read about the service on the UBMicro Web page. Then call UBMicro at 645-3034 or email pcrepair@buffalo.edu to start the process.

Find more computer and electronics recycling options on the [UB Green Web site](#).

UB Green
Recycling, Composting, Environmental Stewardship and more...

[1] Adapted for UB from Climatesavers@umich.edu Best Practices for Faculty/Staff