

From the Desk of the CIO



It is with very mixed feelings that I leave UB to accept a position as the Vice President and Chief Information Officer at the University of Florida. I feel very fortunate to have been a member of the UB family and to have formed so many strong relationships with our enthusiastic students, talented faculty, innovative and committed staff, and strong senior leadership. I will always

look back on my years at UB with deep affection and pride and will remain one of UB's strongest advocates and supporters.

I leave you with the following thoughts and highlights of our work and strategic directions during my tenure as UB's CIO. Our many IT accomplishments have truly been a team effort and were possible because of the commitment and hard work of many at UB:

- *Incorporating collaboration into UB's DNA:* Development of UB's strategic plan for IT, our campus IT reorganization, and transformation of IT to a shared services model required development of strong partnerships within the UB community, as well as the commitment and hard work of senior leadership and our dedicated IT staff. External partnerships have also been established with our SUNY, Western New York, and higher education community partners, and with many vendors.
- *Communication, communication, communication* – Our new IT communication plan has included frequent Town Hall meetings, IT Transformation and CIO web sites providing transformation updates, newsletters, and one-on-one meetings to ensure that we maintain a collaborative environment as we move forward to increase operational efficiencies and expand the academic and business impact of IT at UB.

A University-wide initiative to improve campus web communications is also underway: the [Web Content Initiative team](#) has been charged to produce and implement recommendations for improving the coordination and alignment of campus web communications in three pilot areas: University Communications (UC), the School of Medicine and Biomedical Sciences (SMBS), and the Office of the Chief Information Officer (CIO and UBIT). SMBS is currently using UB's newly purchased Content Management System to build new web pages; UBIT and UC will follow this summer.

- *Supporting academic excellence and innovation:* Some of my best hours at UB have been those spent in the classroom as an adjunct faculty member in the School of Management. One of the key pillars of the IT Transformation has been to increase the percentage of IT investments spent on UB's core academic activities – teaching and research – by realizing efficiencies in non-academic utility operations and services, such as email and telephone services.

One of the activities we have embarked on recently at UB is the creation of informal learning spaces – technology-enabled spaces with comfortable furniture where students can use their mobile devices and both individual and collaborative learning can take place. This summer and next year we will be rolling out additional spaces in our existing buildings and in new buildings and residence halls. Since more than 90% of our students have laptops and other mobile devices, we believe that these collaborative learning spaces will become increasingly important.

UBIT continues to expand wireless network access at UB. At the end of the Spring 2010 semester there are approximately 1330 wireless access points deployed throughout our campus buildings and the wireless build-out is approximately 50% complete. The UB Wi-Fi expansion also upgraded all existing wireless access points to current code levels to support both the Wireless "G" and "A" standards. In addition, the wireless infrastructure was recently converted to a centrally-managed system, allowing for more efficient maintenance of the large number of access points deployed. 802.1x support was added to provide secure encrypted authentication and data transmission.

Other academic technology improvements include increasing the number of classrooms that have technology to more than 89% of centrally-scheduled rooms; completion of the [UB 10G network](#) backbone upgrade—the final connection to UB's 10 Gigabit network backbone was converted on 3/30/2010; the deployment of Coeus, an enterprise-wide, cradle-to-grave electronic system designed to simplify and make grant proposal development and pre- and post-award management more efficient; and the rollout of Condor to support [High Throughput Computing \(HTC\)](#) on distributed computing resources. (See UB [Condor Pool Statistics](#).)

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See the [UBIT Project Status Report](#) for a complete description of all UBIT current projects.

- *Moving beyond IT alignment with UB's vision to the adoption of UB's vision, goals, and priorities by IT:* Because of IT's reach across the institution – IT infrastructure and services are embedded in UB's academic mission as well as in our business and service operations – development of an institution-wide strategic plan for IT, using institutional goals and priorities rather than IT goals and priorities, set IT on a new path. Our first campus-wide plan for IT was developed in 2008-09 with valuable input from all UB decanal and academic support areas. (See [UB's Strategic Plan for IT 2009-2012](#).)
- *Realizing efficiencies and supporting academic & operational excellence—The IT Transformation:* UB was one of the first comprehensive public research universities to begin transitioning to a shared services environment and to an institution-wide IT organization in 2004. Many CIOs have noted that they must become relentless cost cutters to increase IT's Return on Investment (ROI). Because of our early work to [transform IT](#) by standardizing workstations and developing vendor agreements for volume-discounted purchases of UB 2020 laptops and desktops, as well as by consolidating services and servers (email, file and print management, patch and antivirus management, database), we have been able to contain IT costs as demand for IT services and infrastructure by students and faculty continue to soar. IT transformations, similar to ours, have become best practices and are now underway at many institutions, including UCLA, UC Berkeley, University of Florida, Cornell, and UC Irvine.
- A key element of the IT Transformation was the adoption of a [new governance structure](#). The Executive Technology Advisory Group provides advice and policy guidance on the full range of information technology directions, strategies, policies, plans, priorities, and needs vital to sustaining UB's mission. The Enterprise Systems Advisory Committee acts in an advisory role to ensure that IT-based enterprise-level software implementation and development projects align with the direction set by the University's senior leadership.

Other key initiatives in the institution's ongoing IT Transformation follow:

- » **Strategic Information Reporting Initiative:** (SIRI), a campus-wide endeavor designed to put in place a single, comprehensive, and authoritative source for reporting and accessing strategic institutional information
- » **Shared Service Desk:** The project team is currently configuring the CA Service Desk product in preparation for piloting the service desk and customer support model to seamlessly integrate IT resources from across the campus
- » **VoIP:** Before the VoIP implementation, UB supported than 80 disparate telephone systems. The VoIP initiative, slated to complete in Fall 2010, provides the University with a uniform, feature-rich telephone system and significant cost savings from Centrix line conversion and telephone system standardization.
- » **eReq,** a project that automated the processing of state, RF, and UBF purchase orders, enabling faster processing and making procurement easier for departments

» **ePTE,** a project that made the process of requesting personnel transactions easier for units and individuals by creating a web based interface easily pre-populated with information from existing systems

- *Transforming Student Services **And** Staying Within Planned Time, Budget and Scope* – Not many ERP transformations in higher education have been completed on time and within budget and scope: cost over-runs and delays are legendary. Our student systems planning and vendor contract negotiations have gone smoothly thanks to our UB ERP team and the team has moved into the project's implementation phase, with the first production "go-live" launch of the Course Catalog in February. I believe that the contracting and vendor relations aspects of the CIO role will be increasingly important as institutions adopt more cloud computing services and use other sourcing options to meet the needs of their faculty, students, staff, and alumni for innovative services.



- *Green Computing—A Strong Commitment to UB Sustainability and Our Campus Climate Action Plan:* Since Earth Day was just a few days ago, I'll end with IT's strong commitment to UB's Climate Action Plan and sustainability. Our work to increase IT procurement of energy-efficient devices for the campus to more than 90% of institutional purchases; server consolidation and virtualization efforts that decrease energy use/consumption at UB; the deployment of iPrint, print management technology resulting in large reductions in printing volume (from approximately 50 million pages per year to approximately 20 million pages per year); and partnership with Dell to use their recycling and recovery program are just a few of the things we are doing as part of UB's Climate Action Plan. Plans for a new UBIT data center are also underway and will result in energy efficiencies.

Information on some of things YOU can do to help UB achieve its sustainability goals are found in this newsletter as well.

I look forward to hearing about your future achievements and wish you all continued success: what a pleasure it has been to work with you and an honor to serve as your CIO. I leave knowing that IT is in good hands with Thomas Furlani, director of the CCR, in the IT leadership role at UB.

Elias G. Eldayrie

New Learning Spaces - SUMMER 2010

North and South Campus Formal and Informal Learning Spaces



Since our students have multiple mobile computing devices and wireless access is ubiquitous at UB, learning happens everywhere – not just in the classroom and the libraries. We invite you to view the [image gallery](#) to see some of UB's informal learning spaces, as well as upgraded technology classroom spaces

on the North and South campuses. You can also view online information about the [progress and schedule of the wireless deployment](#) and current [wireless coverage in campus buildings](#).

This summer's schedule of classroom and informal learning space projects includes the following. New informal learning spaces will be created in the Baldy ground floor

lobby and Diefendorf 211, similar to the spaces created in Knox last summer. In addition, we are creating collaborative learning spaces that students will be able to self-schedule for group work in Lockwood Library 320, 420, and 520. All of these spaces will

have wireless access and technology allowing students to display images from their laptops for viewing by project teams. We are also creating several new technology-enabled classrooms (O'Brian 109, O'Brian 112, and Parker 104), and upgrading several existing technology classrooms (Baldy 200G, Baldy 108, Baldy



110, and Kimball 111). Finally, we are adding more power outlets and seating in the NSC hallway and in Kimball, and increasing the number of power outlets in the Baldy Walkway.

Greiner Hall: The South Ellicott Suites

Construction is underway for Greiner Hall, a new residence hall that uses principles of UB's comprehensive master plan, "Building UB." The 600-unit South Ellicott Suites for sophomores will embody the master plan's *learning landscapes* concept shown in the graphic on the right, blending academic, residential, and recreational areas, and will become the model for future campus housing at UB.

Joseph J. Krakowiak, director of University Residence Halls and Apartments, stated, "The entire first floor of the building will demonstrate the vibrancy of 24-hour-a-day academic activity, a key principle in the learning landscapes concept. The first floor has a wide variety of settings for classroom spaces for study groups and for individual study, and features a 2,000-square-foot Market Café with seating for 50 people. Casual study will be

enhanced through the use of technology, lighting, and flexible spaces. Space is available for faculty offices, seminar rooms and impromptu study."

Robert G. Shibley, campus architect and chair of the Environmental Stewardship Committee, noted that, "The project will include features that qualify it for a Leadership in Energy and Environmental

Design (LEED) gold standard and will serve as a demonstration for what UB wants to do when constructing future buildings." More information on Greiner Hall, scheduled to open in August 2011, is available in an [article available in the UB Reporter archives](#).

IT Transformation Updates

SST Project Update: Kara Saunders, Assistant Vice Provost, Undergraduate Education

The implementation of UBSIS (University at Buffalo Student Information System) is proceeding well thanks to the hard work of the Core Project Team and many contributors from across campus. The first production "go-live" was launched in February, with the Course Catalog rolling out ahead of schedule and under budget!



Central scheduling staff (Academic Processing Services) are now using the UBSIS Course Catalog as the master list of courses offered at UB. Because processes are still running in the legacy system, it is also being

maintained with course changes and additions. This dual-data entry will continue until the UBSIS system is fully live in Summer 2011.

The success of this initial go-live has led to excitement for the next round of scheduled production "go lives": Admissions, Campus Community, Portal, and Schedule of Classes. Admissions will roll-out in August, allowing student applications for the Summer and Fall 2011 semesters to be processed in the new system. In support of this, Portal (MyUB) will roll-out to applicants, and UBSIS Campus Community will begin securely storing applicants' biographical and demographic information. August will also provide additional functionality related to the Schedule of Classes with the Summer and Fall 2011 semesters being scheduled in UBSIS.

In preparation for this larger go-live, communication efforts have increased. A new "SST This Month" modeled after the successful "This Week @ UB" newsletter will be distributed to the SST listserv (to sign up, [click here](#)). "SST This Month" will highlight progress from each functional area and provide opportunities for involvement in the project.

Town Hall meetings have been held to discuss project implementation, highlight the system's benefits and concerns, and describe how training will be provided. The first general meetings were held in March and April at both North and South campus locations. Presentation from these Town Hall meetings will be featured on the [UB 2020 SST Web site](#). Future meetings will focus on specific

functional areas, and will be announced as they are scheduled. Departments may request targeted SST presentations by contacting ubsst@buffalo.edu.

2010		2011			
February	August	February	March	May	July
Student Records Course Catalog	Campus Community, Admissions, Student Records - Schedule of Classes, Portal	Financial Aid	Student Records Registration	Student Financials	All remaining Student Records items and Academic Advising/Degree Audit

IT Shared Service Desk Update

Since the last major update, the Shared Service Desk (SSD) pilot project has made significant progress toward implementing the vision articulated by the ITST SSD committee. Project team members have been sent to CA Service Desk product training, allowing them to guide the rest of the project team in the configuration. Two on-site consultant visits took place in July and November, and were used to validate and checkpoint the project team's work. The software has been installed, and the project team is currently applying the necessary configuration changes, with a goal of presenting the proposed system configuration to the campus this summer. Stay tuned for news about the next SSD Town Hall Meeting.



Green IT

Printing Costs: Does Font Choice Make a Difference?

Did you know that you can cut printing costs simply by choosing a different font? You can actually save on your ink cartridge costs just by picking the right font.

[Printer.com](#) put this notion to the test last year using two popular printers. The **Canon Pixma MP 210** was picked to simulate the printing of home users while the **Brother HL-2140** laser printer was used to test business use. Fonts that used less ink included Century Gothic, Times Roman, Calibri, Verdana, and Arial. Changing only the font resulted in

saving between \$20 per year (for the average home user who prints 25 pages/week) and \$80 per year (for the average small business printing 250 pages/week).

If you would like more information, you can read the original posting on the Printer.com blog: [Printing Costs: Does Font Choice Make a Difference?](#) The table to the right is from the Printer.com blog. Other "green computing" tips include printing less and using duplex printing.

	font	size	coverage	private use cost	business use cost
1	Century Gothic	10	3.45%	\$46.32	\$179.29
2	Ecofont	10	3.47%	\$46.59	\$180.33
3	Times Roman	11	3.54%	\$47.53	\$183.97
4	Calibri	11	3.81%	\$51.16	\$198.00
5	Verdana	10	4.55%	\$61.09	\$236.45
6	Arial *	11	4.97%	\$66.73	\$258.28
7	Sans Serif	11	5.09%	\$68.34	\$264.52
8	Trebuchet	11	5.12%	\$68.74	\$266.08
9	Tahoma Franklin	11	5.21%	\$69.95	\$270.75
10	Gothic Medium	11	5.51%	\$73.98	\$286.34

More Energy Management Tips You Can Use to Help UB Achieve Climate Neutrality and Save \$\$

Using power management features on your computer can save more than 600 KWh of electricity and more than \$60 a year in energy costs. That equates to nearly half a ton of CO2 – more than lowering your home thermostat by two degrees Fahrenheit in the winter or replacing six standard light bulbs with compact fluorescents. Follow the steps to the right to ensure your computer is operating more efficiently. [From www.climatesaverscomputing.org]

To improve the power efficiency of your PC, the Climate Savers Computing

Initiative recommends the following 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

Instructions for enabling power management vary by operating system. See the Power Management Instructions list to the right.

POWER MANAGEMENT INSTRUCTIONS

- [Windows 7](#)
- [Windows NT](#)
- [Windows Vista](#)
- [Windows 2000 / XP](#)
- [Windows 98](#)
- [Windows 95](#)
- [Mac OS X](#)
- [Mac OS 9](#)