

Technology Plan Progress

ACTION ITEMS

A majority of the action items are ongoing action items. Because technology is changing at such a rapid rate, once we implement a technology we must continuously update and improve its functionality to provide the best tools for our stakeholders.

Administrative

Hire a Server Administrator

Our server administrator was hired August 2013.

Invest in Training

Trainings in process or completed include Banner training, JAMF Casper, Commvault training, Compellent training, ITIL training and SANS "Securing the Human", online security training.

Employee Technology Refresh-Four Year Cycle

We have achieved a four-year cycle on full-time employee computers. Previously our refresh cycle exceeded six years.

Data Assurance-Data Center Generator

We are currently working on the feasibility of this and other generators on campus.

Refresh Backup and Recovery

We have updated our backup and disaster recovery capabilities. We have implemented Commvault software that backs up our network resources nightly and stores the de-duplicated data both on-site at OSUIT and off-site at OneNet in Oklahoma City.

Dell Computrace Plus

We have been installing Dell Computrace on all new computers and have installed the software on a majority of the existing computers on campus.

VPN for Cash Registers

As PCI compliance changes with emerging vulnerabilities, we have strengthened our encryption and have tightened the security and monitoring of our network to ensure compliance.

Refresh Data Center Servers-Four Year Cycle

We have virtualized our server environment and refresh a quarter of our storage and processing each year.

Upgrade Copper Network across Campus

As new buildings go in, we are moving to CAT6 wiring. We have been replacing aging 3Com switches in switch closets across campus with Cisco 3750 devices on a weekly basis for increased bandwidth and processor resources.

Increased Surveillance Camera Coverage

We have been evaluating various software for use in a centralized surveillance system approach. We are beta testing a new surveillance server with which we can scale out service across the campus.

Computerized Maintenance Inventory Management and Work Order System

Physical plant has implemented a work order and inventory system that allows departments to create their own work orders and allows Physical Plant personnel to access these work orders through mobile devices.

Increased Wireless Density

As our stakeholders are increasingly using mobile devices, we have upgraded our wireless controller, standardized our authentication and are incrementally scaling out our wireless density with newer and more densely-situated wireless-access points.

Re-subnet the Campus Network

This project is still in the planning stage.

Upgrade of Wireless Controller

As our emerging technology is moving toward an Internet of Things, our wireless controller has been upgraded to allow better reception, more connections and seamless movement between access points.

Upgrade External Bandwidth

We are currently limited by the amount of fiber being provided by the last-mile Internet providers for this area. As more bandwidth becomes available, we are working toward increasing the bandwidth available for campus use.

Upgrade Fiber Backbone

This project is a massive and costly project. We are still in the planning stages. We are currently adding and replacing fiber toward our goal of a 10/40/100 GB fiber backbone. Some of the buildings to which new high-bandwidth fiber has been installed are: the Chesapeake Energy Center, bldg. 700, bldg 701, Motorpool, Covelle Hall, Greenhouse and Lackey Hall.

Upgrade Telephone System to Voice-over-IP

This project will require the upgrade of our fiber backbone and replacement of our building copper network wiring. We are in talks with a vendor for a bridge technology between circuit and packet telephony.

Refresh of the Printer/Scanner Fleet

We refreshed our printer fleet for the Fall Semester of 2013. This has given us the ability to print, scan to email, scan to network drive, perform optical character recognition, fax and copy.

TouchNet Bill + Payment Suite

The Bursar's office has upgraded to new TouchNet software that allows students and their relatives to conveniently and securely pay bills and check balances online. Our move to Banner will further increase the usability and convenience of this service.

Wireless in the Residence Halls

As new residence halls are constructed or remodeled, we plan to incorporate wireless into the infrastructure of the buildings.

Server-Based Door Access Control

This is an ongoing project. We have a working instance of CSGold Access working well in the Technology Services offices. Quotes are currently being created to extend this to various other buildings across campus.

Data Warehouse for Analytics

With our implementation of Banner, there will be data-warehousing capabilities. Our next upgrade to our learning management system, Online Classroom, will allow us greater analytics of student learning.

Tipping Point Refresh

We have refreshed our Tipping Point technology and have added other intrusion prevention technology. This will allow us to comply with various security requirements as well as making our network more efficient and fast.

Productivity

Refresh and Increase File Server Storage

We increasing create and store more data on the network as we digitize and analyze data to improve processes. We have virtualized and de-duplicated our file storage. This allows us to scale more easily and maintain restore points for lost and accidentally-deleted data.

Analytics

As we purchase new services and software, analytic abilities are being incorporated into the software.

Formata Digital Form Data Capture

At this point we have not moved forward on this due to the fact that full implementation of Banner will determine the direction we will need to take.

Expansion of Document Imaging

Banner will be determining the scope and features of our near-future document imaging. We have also increased our abilities with our new scanner fleet.

Snap-On Inventory Management Database

This project is on hold.

Recruitment ERP

We are currently using Slate integrated with SCT Plus and will be integrating it with Banner. This software allows agile management of our recruiting effort.

Transcript Module to Document Imaging

This module interfaces with our EMC document imaging software and will be dependent on how we decide to implement document imaging in Banner.

New ERP System to Replace SunGard SCT Plus

The OSU System is in the process of implementation of Ellucian Banner with various additional functionalities. We will be going live with Banner Finance on July 6, 2015. Students for the Fall 2016 semester will be admitted and enrolled in Banner. Many of our technology decisions will be determined by our Banner implementation.

Streamlining of Current Processes to Reduce Paper Use and Handling

As we implement Banner, we will increasingly have the capability of streamlining processes. Document imaging will be viewable within Banner. We have been automating processes through the use of SharePoint for various request forms including off campus trip requests, SIS access, FERPA training and room scheduling. Physical Plant and Technology Services have self-service request systems. We are working on providing a self-service portal for the Center. The improvements in TouchNet have streamlined bill payment.

Communications

Alumni Database and Website

Our website is now actively reaching out to alumni and making and restoring connections with them.

Expansion of Fire Alarm System

The Physical Plant is extending the fire alarm system on campus. We have also provided panic buttons at various places on campus.

Emergency Notification-Cowboy Alert

Our Cowboy Alert system is fully functional, providing notifications of emergencies and school closings. We are working toward expanding this system to include emergency alerts to campus police from university stakeholders' mobile devices.

Emergency Operations Center (EOC)

Our EOC is fully up and operational with a command center and MIPS inter-agency communications.

Increased Centralized Digital Signage

We now have a server in place to be able to scale digital signage across campus as demand increases.

New Digital Signage – University Boulevard Entrance

A new state-of-the-art sign has been installed on University Boulevard.

Streaming Movies and Announcement in the Residence Halls

Residential Life has implemented a streaming-movie service to students in the dormitories. This cuts down on illegal downloading, network bandwidth and allows notifications to be delivered. Additionally, OneNet has implemented a NetFlix server that reduces network traffic by caching commonly-streamed movies.

Qualtrics Survey Tool

We are currently beta testing Qualtrics survey tool prior to release to full production.

Unified Communication-Microsoft 365 with Skype for Business and SharePoint

This cloud-based communications and productivity tool has been beta-tested across the university system and is in use by many departments prior to moving to full production.

Web-Based Calendar

Our campus calendar can be found on our website at <http://osuit.edu/calendar>.

Instructional

Lab Technology Refresh-Four Year Cycle

We continuously, on request, upgrade the software and hardware in the computer labs on campus.

Virtual Labs-Public Cloud

We are currently focusing on private cloud hosting of this technology, but could use the public cloud to scale this when demand exceeds existing on-site resources.

Virtual-Desktop Infrastructure Server-Private Cloud

OSUIT now offers virtual labs. These virtualized lab machines may be accessed from anywhere and from any web-enabled device. Our School of Engineering is currently

using this technology in fully-online courses. As an extension of this technology we are also offering virtualized applications, so that we can better manage our software licensing by allow any computer to instantly make use of applications without having to install them. We have recently assisted our School of Information Technology with the deployment of virtual labs for their students.

D2L Analytics

D2L, branded as Online Classroom, has analytics that can be used to track student learning and quality of testing. When the next version of Online Classroom is in production, this analytic functionality will be greatly increased. When Online Classroom is integrated with Banner analytics, it will become much more seamless.

Wimba (Collaborate) Virtual Classroom

Wimba was absorbed by Blackboard resulting in the creation of the new product Collaborate allowing increased functionality both inside and outside of Online Classroom.

Update Print Server

We have updated the print server and expanded its use from just lab machines to all computers on campus. With the implementation of PaperCut, we can better manage printing, maintenance and reduce waste.

Web-Based Proctoring

Web-based proctoring is being discussed by our Distance Learning Committee.

Non-Computer Classroom Refresh

As new classrooms are being added, re-designed or newly created, the Center and Technology Services are collaborating with faculty to maximize the benefits of learning-space design. We have been encouraging the installation of larger, more powerful fully-interactive projector technology that can be used by the mobile devices of both faculty and students.

Increased Use of Digital and Rental Textbooks

Students are now able to buy or rent digital or paper textbooks online from our bookstore.

New Action Items

Apple Device Management

Technology Services has implemented a Casper server. This technology allows seamless provisioning, configuration, inventory, software installation and support of Apple products such as iMac, MacBook Pro and iOS devices.

SCCM Device Management

The OSU System is implementing SCCM to improve the security and reliability of our antivirus deployment and updates. This software can also be used to increase the efficiencies of other software delivery.

Media Server

We have implemented a new media server. This allows there to be just one copy of any individual media file while providing streaming to our classroom and online learners around the globe.