

Information Services Update August 2006 – January 2007

Executive Summary

Information Services continues to improve and/or expand IT services to UMKC students, faculty and staff. This summary will touch on each area of Information Services to highlight significant achievements. In the remaining pages, each department has provided detailed lists of their accomplishments during this report period.

Networking: Major improvements have been made in campus network capacity and reliability by replacing data wiring and associated network electronics in numerous buildings on the Volker Campus and Hospital Hill. All of the outdated DEC 10MB hubs have been replaced; this project was completed over a year ahead of schedule. Phase 1 of the wireless network access is completed and we have started on Phase II. The project to increase all Internet connection speed to 80M has been completed. Network reliability has been improved in many buildings by implementing a redundant “core” system design to ensure that if one network feed is disabled, the data network will continue to operate as the other network feed takes over. We are planning to expand this capability into every building at UMKC.

Security: We continue to improve network and computer security levels to address the numerous hacking attempts per month. We are working with MOREnet to conduct external scans to determine server vulnerabilities. When a quarterly scan identifies a potential problem, we inform the server owner of the situation (if the server is not ours) as well as offer assistance to get it fixed.

Support Services: Our desktop support group has improved the reporting and tracking capabilities of the Systems Management Server (SMS). These developments allow for a more accurate inventory of desktop computers, software and peripherals at UMKC. The internally developed enterprise management reporting tools are so innovative that our Microsoft Rep was interested in seeing them. Support Services has also managed the Workstation Replacement Program for this year. They teamed with other departments to offer reduced computer pricing by combining orders. This effort brought down per unit pricing and allowed us to purchase more computers with the funds available.

Educational Technology Services: The Classroom Technology Services area of ETS continues to provide Audio Visual Support to the campus. They were instrumental in the development of the system used for the new Pharmacy Program between Columbia and Kansas City Campuses. Six new ILE classrooms were installed during this report period. Project management was identified by the Tschibanda report as an area that was needed within IS; ETS is working with the other IS divisions to define project management processes and to train staff in project management best practices.

Central Systems: Both server rooms (Administrative Center and Cockefair Hall) have been rewired. This improves troubleshooting and repair times and improves documentation and system inventories. The group also installed new campus web servers, Oracle Database Servers, Cold Fusion Servers and Storage Area Networks.

Information Access(IA): This is a new department consisting of Instructional Technologies such as Blackboard, Wimba, Secure Exam; Information Manipulation Services, converting of information into other report forms; and Information Presentation Services, production and development of web presentations.

The following sections provide detailed information on the individual IS Divisions.



Networking & Telecommunications Update August 2006 – January 2007

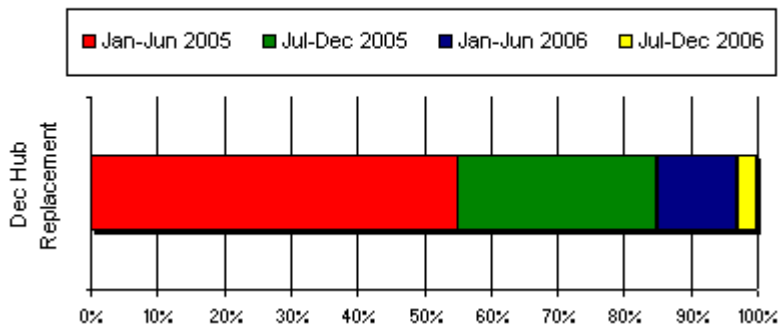
DEC Hub Replacement

- DEC Hub Replacement: *We completed this project over a year ahead of schedule during this reporting period.* No Dec hubs remain. All network gear is now a minimum of switched 100M.

(Note: This project was completed early because of the funding provided out of the Provost office and some very aggressive work by the Networking staff. Having the electronics across campus upgraded not only has provided increased reliability and faster network connectivity for end users but has simplified trouble shooting for network staff and decreased resolution time on problems.)

Previous Report	Aug/Sep/Oct 2006	Nov/Dec 2006 Jan 2007	No remaining items to achieve goal
97% Complete	99% Complete	100% Complete Today	100% Complete
	4747 Troost Nursing School	Houses	

Project Completion Chart

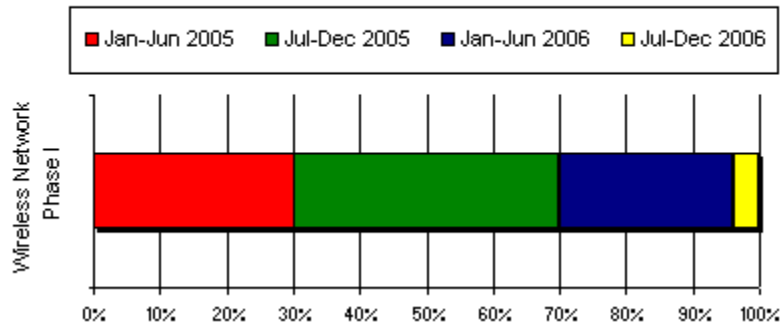


Wireless Systems

- We now have 150 wireless access points installed campus wide up from 126 on the last report. Units have been added to the following buildings: Law School, Epperson House, Nursing Annex, General Services, Miller Nichols Library, 4747 Troost, Scofield Hall, Haag Hall, Flarsheim Hall and Cockefair Hall. WLSE the Wireless LAN Solution Engine was also upgraded to the latest version and latest patches applied during this reporting period.

Previous Report	Aug/Sep/Oct 2006	Nov/Dec 2006 Jan 2007	No Remaining items to achieve Phase 1 Goals	Phase II Goals
96% Complete	99% Complete 6 – Law School 5 – Epperson House 1 – Nursing Annex 1 – General Services 3 – Miller Nichols Lib 1 – 5201 Rockhill 1 – 4747 Troost 2- Scofield Hall 1 – Haag Hall	100% Complete Today 1- Flarsheim Hall 1- 5322 Troost 1 – 5319 Rockhill 1 – Cockefair Hall	100% Complete Phase I	Phase II Additional Units for New Health Sciences Building and expand coverage in existing buildings including classrooms.

Project Completion Chart

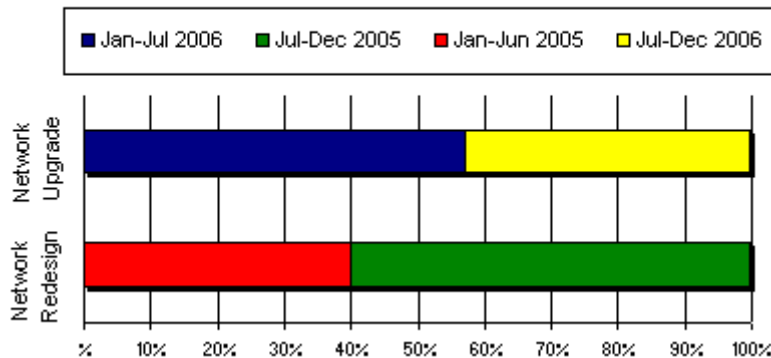


Network Upgrade/Redesign

- Migration to the new network core started in January 2006 and we had moved 25 buildings as of the last report. The entire campus is now on the new core and the project is complete. All main campus buildings now have a redundant gigabit uplink to the network core.

Previous Report	Aug/Sep/Oct 2006	Nov/Dec 2006 Jan 2007	No remaining items to achieve Goal
57% Complete	76% Complete 4747 Troost Chancellor's Res. Animal Facilities Administrative Center Flarsheim Hall Cherry Street Oak Street Nursing Annex	100% Complete today Hospital Hill Parking Garage Medical School Newcomb Hall Miller Nichols Library Dental School Toy Museum Children's Mercy Hospital Downtown REP location Remaining Houses	100% Complete
Migration started In January 2006 Last report through June 2006			

Project Completion Chart

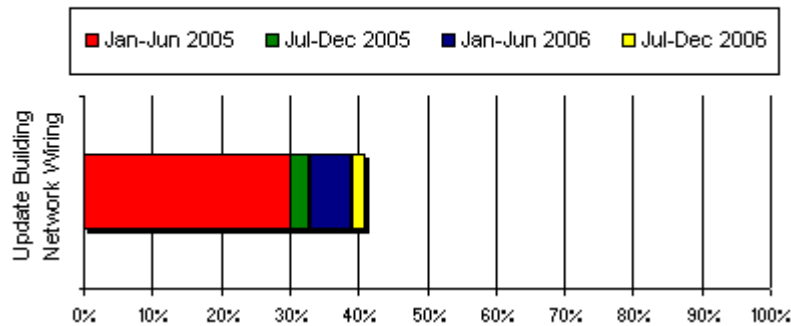


Upgrade Building Wiring Infrastructure

- We have completed infrastructure upgrades in the University Center (ground floor) and the new Hospital Hill Parking structure. Work is still ongoing in the Bloch School of Business on a complete infrastructure upgrade to CAT 6 cable.

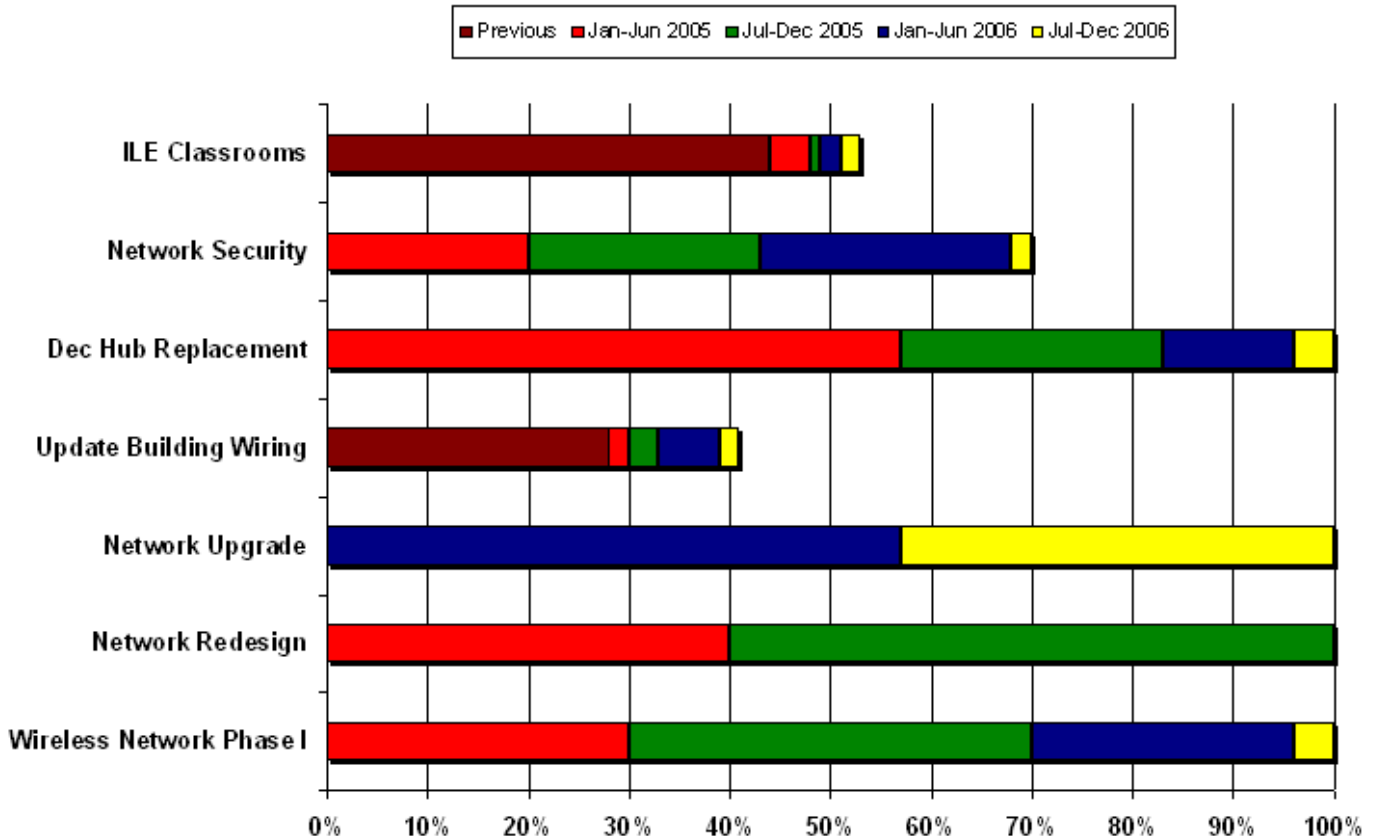
Previous Report	Aug/Sep/Oct 2006	Nov/Dec 2006 Jan 2007	Remaining items to achieve 2007 Goals
39% Complete	40% Complete	41% Complete today	44% Complete
	University Center (ground floor only) 5235 Rockhill	Troost Street Bridge Route around Hospital Hill Parking Garage	Bloch School Law School

Project Completion Chart

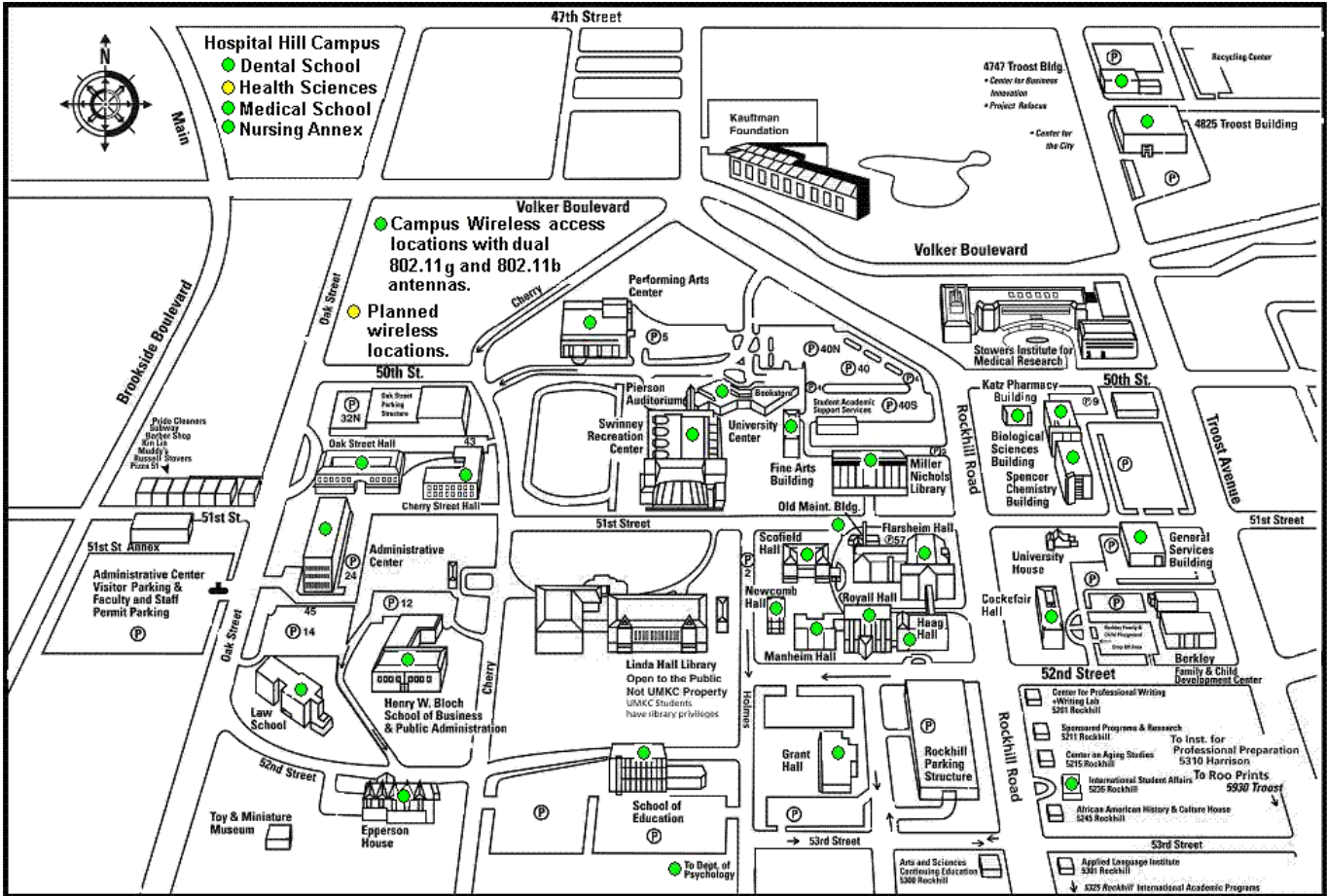


Noteworthy Items

Project Completion Chart



Wireless Coverage Map – University of Missouri-Kansas City

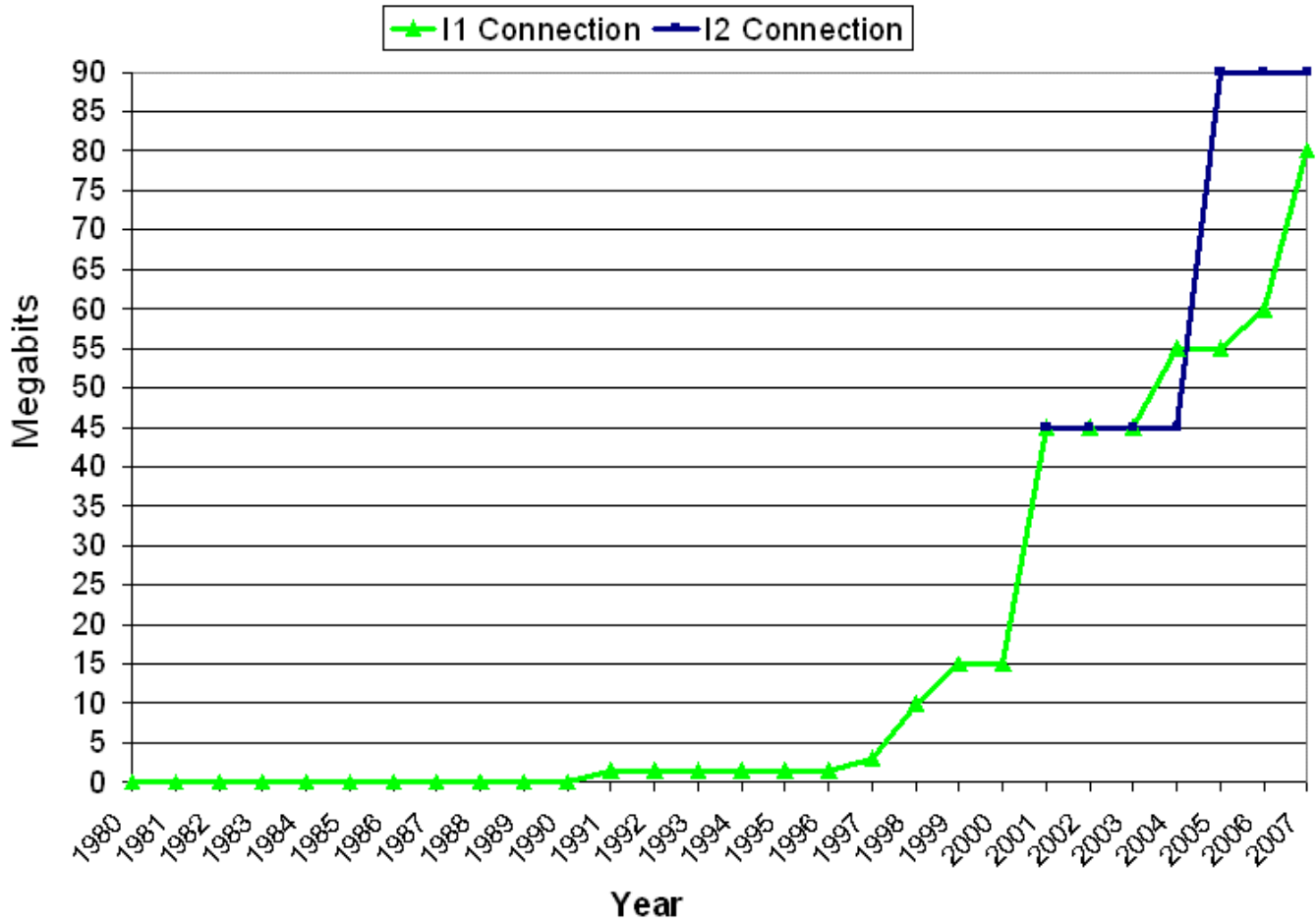


Internet Connection Upgrade

The connection speed to the Internet (I1) was upgraded to 80M during this reporting period.

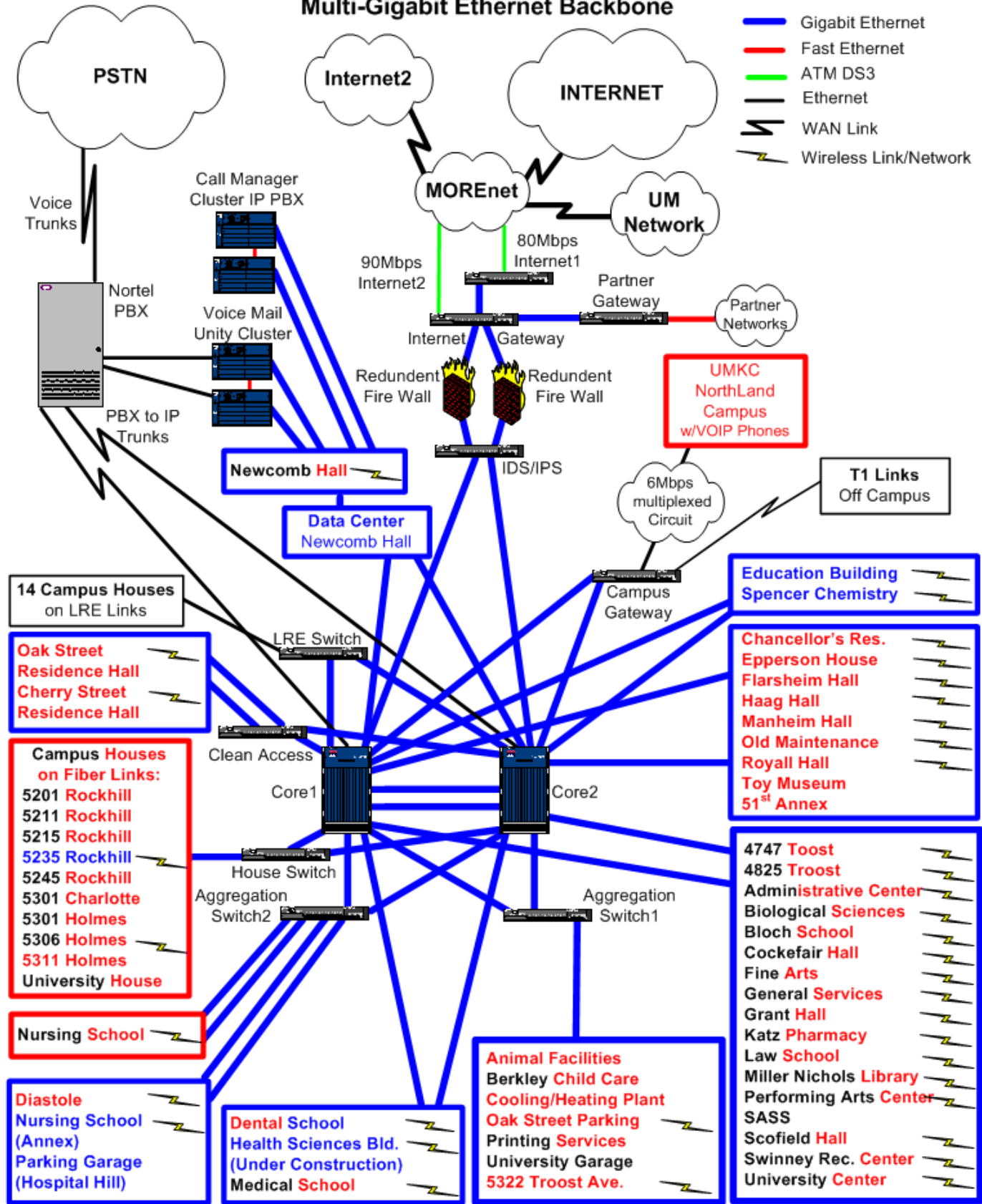
Information
Services

Internet 1 and 2 Connection Speeds



UMKCnet

Multi-Gigabit Ethernet Backbone



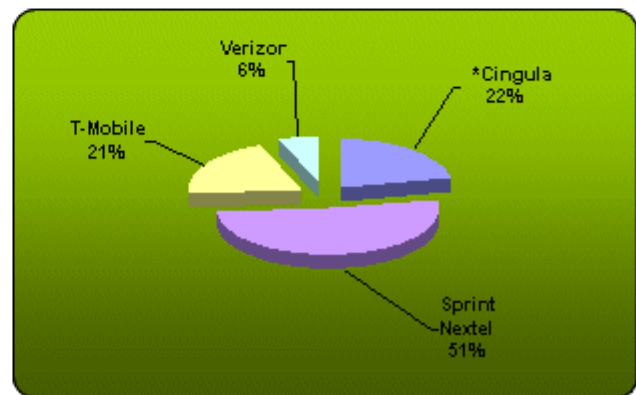
Cellular Phone Activity

- Wireless phones in use at UMKC. This chart shows the current number of cellular systems in use for FY 06-07.

UMKC WIRELESS INVENTORY

Vendor	Count	Average Monthly Recurring	Average Monthly Costs	TYPES					
				PDA	Blackberry	Wireless Modem	Smartphone	Two Way	ReadyLink
Cingular *	60	\$ 3,630	\$ 3,980	5	16		1		
Sprint/Nextel	141	\$ 7,789	\$ 9,744	55		15	6	30	7
T-Mobile	56	\$ 2,761	\$ 3,774	45		1	1		
Verizon	16	\$ 891	\$ 1,052	5		6	1		
*Cingular Sync	16	\$ 240	\$ 240						
	273	\$ 15,312	\$ 18,790	110	16	22	9	30	7

Actual FY 06-07 Wireless Costs \$ 225,479



UMKC Information Infrastructure Status

Revision: 06/14/06



Detailed Accomplishments

Networking/Telecommunications project update

1. Internet connection speed increased from 60M to 80M.
2. Networking & Telecommunication staff attend over 496 hours of training during this reporting period.
3. Replaced 10 DEC hubs with new network equipment. Some of the buildings included 4747 Troost, Nursing School and several houses.
4. Finished upgrading infrastructure in University Center ground floor and the new Hospital Hill Parking Garage.
5. Installed 24 addition wireless access points across campus. Some of the buildings included the Law School, Epperson House, Nursing Annex, General Services, Miller Nichols Library, 4747 Troost, Scofield Hall, Haag Hall, Flarsheim Hall and Cockefair Hall.
6. Upgraded the operating systems on over 200 network devices with the latest security patches and updates.
7. Staff member served as the campus building liaison representative.
8. Upgraded Clean Access servers from 3.5.11 to 4.0.2 to the latest patches and updates.
9. Upgraded Wireless LAN Solution Engine (WLSE) with the latest patches and updates.
10. Completed over 370 adds, moves and changes on voice and data networks.
11. George Koffler passed the Cisco Building Multilayered Switched Networks exam.
12. Responded to, solved and closed over 338 trouble tickets recoded in Remedy.
13. Installed over 100 Voice over IP phones.
14. Processed over 2.6 million calls through voice systems.
15. Staff member served on the campus recycle program committee.
16. Upgraded the operating system on all wireless access points with the latest patches and updates.
17. Upgrades to Unity servers to the latest version and patches.
18. Added second trunk line between PBX and IP Call Manager cluster.
19. Marked University buried cable plant locations around campus over 15 times during this report period.
20. Staff member served on the MOREnet Next Generation Network committee.
21. Removed network equipment and fiber optic cable from Twin Oaks apartment buildings.
22. Networked the new Law School court room.
23. Repaired fiber cut and restored all network services to Hospital Hill the same day it was cut.
24. Migrated all of Hospital Hill campus links to redundant DWDM system.
25. Removed emergency phones from Twin Oaks parking lots.
26. Replaced all the old 5509 switches in Flarsheim Hall with new switches.
27. Installed network equipment in new Hospital Hill Parking Garage.
28. Upgraded CallManager (IP PBX) from 4.1 to 4.2.
29. Replaced all the old 5509 switches in Miller Nichols Library with new switches.
30. Installed buried conduit and fiber optic cable to Toy Museum and attached the building to the campus network.
31. Replaced old 5509 switches in the Dental School with new switches.
32. Repaired cable cut the Bloch School of Business with in 24 hours of cut.
33. Installed new buried conduit, fiber and copper cable around Troost street bridge.
34. All voice and data circuits moved to new cable plant around Troost street bridge.
35. Installed new buried conduit and fiber optic cable into Western Missouri Mental Health building.
36. Installed network equipment at 5311 Holmes.
37. Setup 100M network link with downtown Repertory Theatre location.
38. Installed IP phones and call handling queue for Repertory Theatre downtown location.
39. Added detail reporting to Web Apps for monthly services charges.
40. Hosted 2 tours of computer sciences students showing them the network electronics and how UMKCnet is setup.

Educational Technology Services Update August 2006 – January 2007

ILE Classrooms:

1. Installed a Full function classroom in Haag Hall room 302



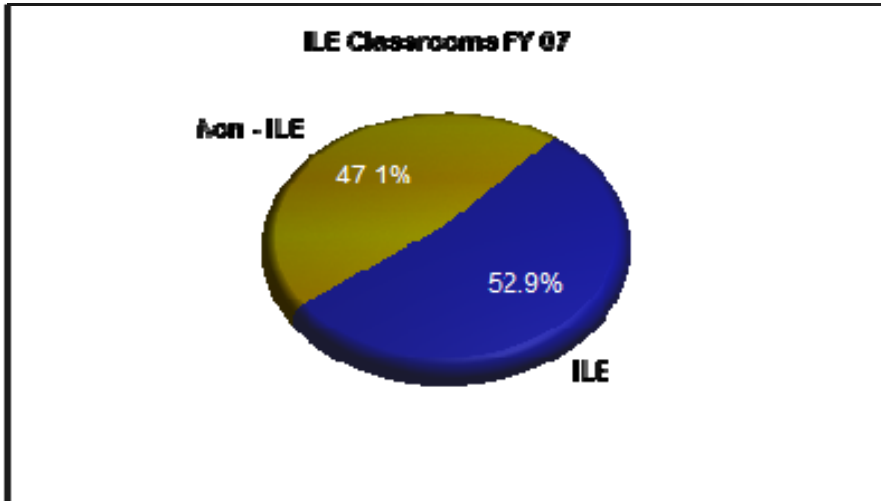
2. Full upgrade of equipment in Bloch 012
3. Installed new LCD Projectors in Auditoriums:

- Education 115 – Dual Projectors
- Royall Hall 104
- Royall Hall 111 – Dual Projectors

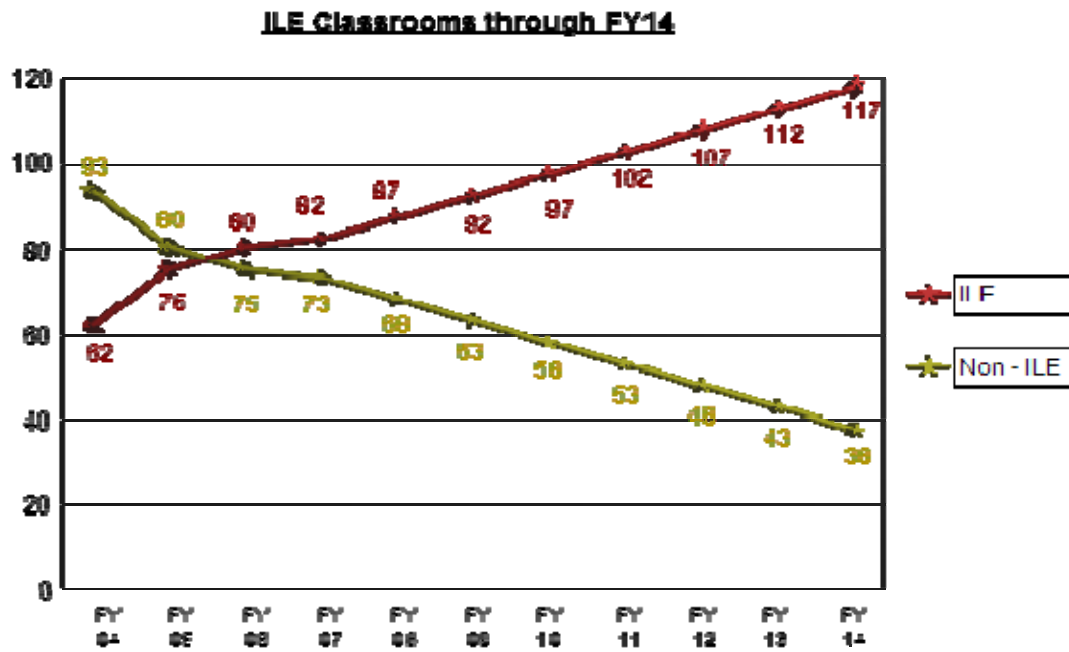


- Old projectors refurbished for use as
AV Equipment Rentals to Faculty, Staff and Students

4. Revised ILE Classroom selection criteria. 155 classrooms are eligible; 82 rooms are complete



82 out of 155 Classrooms are ILE Classrooms



Projection of ILE Classroom initial installations

Projects:

5. University Center Digital Sinage Project begun
6. Swinney Recreation Center Digital Signage Project begin
7. School of Medicine Digital Signage Project begun
 - Dual 32" LCD Displays for Scala driven information
8. SOE Psychology AV Rooms
 - Upgrade Audio and Video equipment in Counseling Rooms

9. AV Thefts equipment replacement from incidents that occurred in October and December
10. Chancellor's Video Conference Project begun
11. Paperwork for new RFB for ILE Classroom Equipment started
12. Cherry St. Dorm Surveillance System Installation
13. Started project to develop IS Project Management group
14. Worked with Multimedia Technology Services to bring MTV University Satellite service to UMKC digital cable system
15. Worked with Course Casting Committee to begin evaluating Course Casting products
16. Began Card Swipe project with CFM to add card swipe systems to all ILE Classrooms
17. Started Change Management project - drafting processes for upgrades and updates for software – will be expanded
18. Health Sciences Building project – working with faculty and staff to evaluate and design ILE-ITV classrooms for new building
19. Old Maintenance Building renovation project – working with CFM to return OMB back to original historical state, and renovate new office space for ETS
20. Pharmacy Program with Columbia – working with SOP to improve class quality on new Polycom System
21. Working with Business Services and Support Services on Roo Print Outsourcing Project

Maintenance and Support:

22. Winter break projector and equipment maintenance completed
23. Selected ILE desks to be re-finished/painted
24. Replaced projectors in BS 101, BS 08, and BS 12 with refurbished units
25. AMX Meeting Manager software/hardware upgrades begun
26. Revised *AV Request* system to improve tracking and reduce errors by collaborating with the Call Center and use of the Action Request system
27. Resolved numerous AR trouble tickets for ILE Classrooms

NetBotz:

28. Installed NetBotz surveillance cameras in NH Hallway for Networking and Telecom
29. Installed NetBotz surveillance cameras in Rooms after October Thefts
30. Installed NetBotz surveillance cameras in Rooms after December Thefts
31. Saved approximately 30K by purchasing replacement Netbotz cameras in bulk. These cameras will replace older units and allow us to have only one server to monitor and maintain
32. Began working with UMKC Police Department to draft a MOU surrounding the Netbotz Surveillance System.
33. Began to evaluate how to increase security on the Netbotz Surveillance System by adding automated notifications and addition relays to system

Research and Design:

34. Calypso Demo of equipment by KCAV
35. Reviewed and made recommendations on School of Medicine Bamberger Room to OER
36. Met with Sterling Digital to evaluate Digital Signage options
37. Met with MTVu to evaluate Digital Signage options
38. Met with Securitas to discuss Card Swipe Security options for ILE Classrooms
39. Met with AT&T and ID Solutions to discuss HD Video Conferencing solutions (LifeSize)
40. Met with Staff at Epperson House to evaluate options for AV Equipment installation
41. Met with Staff at White Recital Hall to evaluate options for Scala driven LCD displays
42. Met with Staff from Networking and Telecommunications for develop and implement plan for installation of a projector in N&T conference room

43. Met with both the School of Nursing and School of Pharmacy to begin preliminary discussions of ILE Classroom and AV needs for the new HSB; Developed initial costs quotes for planning purposes
44. Met with UMKC and MSSU Faculty and Staff to work on technology collaboration to meet needs of Joint Degree Programs
45. Evaluated options for re-using Clear Auditorium equipment for use in new HSB in collaboration with MTS
46. Re-Evaluating AMX "Take Note" annotation software
47. Assist UMKC Dental School with AMX programming issues
48. Reviewed feasibility of moving IS Training room (AC212) to Fine Arts room 307

Training:

49. Donald Fuller attends and successfully completes AMX level 1 Programmer School in Dallas, TX
 - Sponsored by Harvest Productions; *\$1,500 tuition/class fee waived*
50. Work Study Supervisory Training
51. Supervisory Training Sessions from UMKC Human Resources
52. Podcasting Conference in Ontario, CA
53. Webinar – Demystifying AV Planning
54. Individual and small group training sessions provided to Faculty on the use of an ILE Classroom

Personnel:

55. Re-classification of Jameson Rinehart to AV Supervisor



Central Systems Update August 2006 – January 2007

Server Group

Exchange

1. Reallocated two PE2650 servers from the former Blackboard configuration to dedicated OWA (Outlook Web Access) servers.
2. Load-balanced OWA pool using F5 load balancers reused from the Blackboard configuration.
3. Implemented offline address book fixes.
4. LiveMail pilot test account setups and opt-outs.
5. SMTP issues occurred with the Exchange protocol servers; tasks were divided between. the servers and OWA duties were moved to the above load-balanced pool.
6. Testing of Exchange 2007 in a controlled AD environment (an ongoing process).

Infrastructure Support

1. Installation and testing with Symantec's Netbackup software to replace Backup Exec as our server backup client of choice.
2. Reused old Brocade FC switch (from old SAN) for tape drives in AC. All libraries can operate together on one switch, and all servers can connect as well, simplifying infrastructure.
3. Worked through problems with the PV130T tape libraries which were driver issues on the 64-bit OS, and irregular behavior on 32-bit OS.
4. Worked with Dell on troubleshooting problems and repair of the Dell PV220S SCSI storage unit.
5. Internal transfer of a Dell PE2800 server from the Central Ticket Office.
6. Established replicated backups on Vtraks (SATA disk storage units) and moved to PE2800 for kc-files servers
7. Established replicated copy of the IS storage server.
8. Repartitioning of two complete VTrak units to accomplish separation of kc-files mirror, general backup space, logfiles, and Netbotz space.

E-Learning Support

1. Testing of BBIC (Blackboard Intercampus Collaboration) servers.
2. Archive/restore testing for migration from Windows archives to Solaris platform.
3. Setup final archives and moves for courses moving to the new system.
4. Troubleshooting during the first phase of BBIC implementation.
5. Database preparation for enabling users and setting up Blackboard courses.
6. Consolidated old Blackboard instance to one app server and one database server
7. Expanded RAID partition on Blackboard SQL server to accommodate local backups (moved content disks from SQL server to app server as junction)
8. Further plans for final backup and decommissioning of the one app server and one database server.
9. Built and configured SSO server on Redhat Enterprise server. Implementation not completely done - waiting on patches from Blackboard.

Departmental Application Server Support

1. Migrated most files off of the Toy & Miniature Museum site and on to a DFS share.
2. Wiped, reloaded and integrated the Toy & Miniature Museum server into our domain.
3. Worked with Securitas to install two new video servers for the new Hospital Hill parking structure.
4. Worked with Securitas to install a new Lenel workstation.
5. Updated all server and client versions of OnGuard software to 5.11.216
6. Upgraded the server software for AdAstra for both MSSQL and Oracle databases.
7. Upgraded all client versions of AdAsra, including the web client.
8. Wiped the AdAstra Oracle database and loaded it with the data from the MSSQL installation.
9. Imported new student enrollee information into TutorTrac.
10. Worked with ECSI and UM in migrating manual upload of PeopleSoft ledger info to an automatic process that bypasses UMKC servers.
11. Troubleshoot missing photo problem with the RecTrac server and software at Swinney.
12. Moved Pace Online from campus server to its own server.
13. Setup Campus Facilities Management (CFM) TMA web services with LDAP authentication.
14. Reallocated old Netbotz servers for NAS storage to use on the new Netbotz ISX server. An increase of about 3TB which allows for higher frame rate, resolution and more cameras.
15. Setup of itunes.umkc.edu web site landing page for podcasting.
16. Implemented group quota on campus web server to limit storage.
17. Setup of MOM (Microsoft Operations Manager) test server (an ongoing process).
18. Researched web statistics software (Livestats and AWStats) for University Communication.
19. KCORA4.UMKC.EDU (Oracle) server went live with (SSL) web encryption.
20. Implemented LDAP authentication on Netbotz ISX 3.0 server.
21. Replaced two system disks with larger disks in IS storage server
22. Installed 4 new PE2950 servers to replace old domain controllers, old machines were repurposed.
23. In October, Moved new DC02 domain controller to Newcomb Hall and removed old PE2650 server which had been in that role.
24. Repurposed the old DC03 as an MTS storage server running their VTrak at Fine Arts (Control Room).
25. Setup VMWare MS SQL servers on old DC04, one SQL2000, and one SQL2005, both for SCE, but generally available if desired for student development and use.
26. Ran scripts to remove dormant user and home directories from profile servers
27. Moved profiles around between profile servers due to space - unable to keep duplicate copies of profiles until new servers are online.
28. Installed Virtual Server app (VMWare) on kc-iscs-vs1 to replace Microsoft's Virtual Server app.
29. Installed a 'Jobs' Virtual Server on kc-iscs-vs1 so that the data preparation program for Blackboard's snapshot process can be run.
30. Expanded RAID array in kc-iscs-vs1 to accommodate more virtual servers.
31. Moved old SAN out of Newcomb Hall and deactivated it.
32. Netbotz server was migrated to Netbotz v3.0; much trial and error occurred with their NAS storage implementation.
33. Rebuilt kc-iscs-camp1 for Netbotz storage and virtual management server.
34. Rebuilt two Netbotz servers as Windows NAS units for Netbotz storage.
35. Installed operating systems on two PE1950 servers for the Security group.

Programming/Database Group

Database Support

UMKC Database Administration Services:

1. Oracle applications (database and web) support.
 - a. KCORA4 shared server for multi-application processing

- i. Process application developers' database access privileges requests (Registrar, UMKC Institutional Research, HR Department, Information Services)
 - ii. Process application developers' HTTP Server access descriptor requests. (Information Services, HR Department.)
 - b. Created Oracle Server application infrastructures:
 - i. LIVEMAIL (Information Services)
 - ii. IS_REPORTS (Information Services)
 - iii. ADASTRA migration from SQL Server to KCORA4 (Info Access)
 - iv. HSCP migration to KCORA2 server (Dean of Arts & Sciences)
 - v. HR_USER schema & PLS/HRREPORT dad (HR department)
 - vi. KCBBLACKBOARD & KCBWEB schema (Info Access, Information_Services)
- 2. Database Consulting
 - a. Discuss with JLS: Blackboard performance issues & strategies (Information_Services)
 - b. Research VPD capabilities on UMDW HRRPT89. Version is 9iR6. Column-level security is not available until Oracle10g. (HR Department)
- 3. DBA operational activity
 - a. On-going administration and monitoring of application databases – including performance configuration parameters, Oracle network parameters, and timely archival of redo log files for enabling forward recovery from database backups. (Information Services)
 - b. Manage disk space usage of database servers' tablespaces. (Information Services, HR Dept, Arts & Sciences, Alumni Development, SCE BioInfo, CORE BT application for Cashiers, and KCORA4 for Information Services, HR Dept, UMKC Institutional Research, Info Access Dept – and- Electronic Communications Dept of Academic Affairs)
 - c. Maintain capability for Oracle objects, Oracle schemas, emergency Oracle databases recoverability, and database migrations via Oracle exports.
 - d. Process ad-hoc requests for various types of object recoveries and forced session terminations. (Information Services, HR Dept, UMKC Institutional Research)
 - e. Enable UTLMAIL package functionality on KCORA4. (Information Services)
- 4. DBA server support activity
 - a. Perform backup activity in anticipation of KCORA4 server memory upgrade maintenance activity. (Information Services)
 - b. Process application developers' requests to verify operational status / take corrective action of database servers, TNS Listeners, and Oracle HTTP Server. (Information Services, HR Dept, UMKC Institutional Research, Registrar, Alumni Development, Info Access Dept of VC for Academic Affairs, Dept of Electronic Communications of VC for Academic Affairs)
 - c. Monitor & certify decommissioning of KCDW2.KCSQL4 on June 30, 2006 – July 3, 2006 – and- switchover to KCDW2.KCORA4. (Information Services)
 - d. Identify & resolve problem with KCORA4 DBMS_JOB server-wide scheduling facility. (Information Services, HR Dept, UMKC Institutional Research, Registrar)
 - e. Join LazyDBA discussion group in order to obtain current knowledge of industry-wide Oracle problems and resolutions.
 - f. Monitor various computer security internet discussion lists & technical publications to stay abreast of current security issues & tactical activities.
 - g. Research Oracle10g Data Pump export & import facility.
 - h. Research Oracle10g Analytical Functions usage, syntax, and functionality.
 - i. Research functionality of BlueLane proxy server patching used in computer Healthcare Environments

Application Support

- 1. Did some minor adjustments to the Print SSO Forms application which is used to give account and email information for new students.
- 2. Worked with the forms scanner to prepare for the Kids Voting 2006.

3. Provide miscellaneous reporting on demand.
4. Help to resolve SSO User Account creation problems.

E-Learning Support

1. Worked on two month plus project to automate the feeds for the data that will be automatically be put into Blackboard for the new University Wide version.
2. Make sure that the daily feed of Blackboard is working properly.

Resource Access Control Facility (RACF mainframe security) Operations

1. User-id directory maintenance. (Registrar, UMKC Institutional Research, UMKC_Cashiering, HR Dept.)
2. Data sharing access permissions. (Registrar, UMKC Institutional Research)
3. MoCode mainframe access accounting. (Registrar, UMKC Institutional Research, UMKC Cashiering)
4. Collaborate with Bookstore staff, UMKC Cashiering staff, and UM mainframe security staff to resolve security level access problem related to bookstore credit card sales. (UMKC Cashiering, Bookstore)

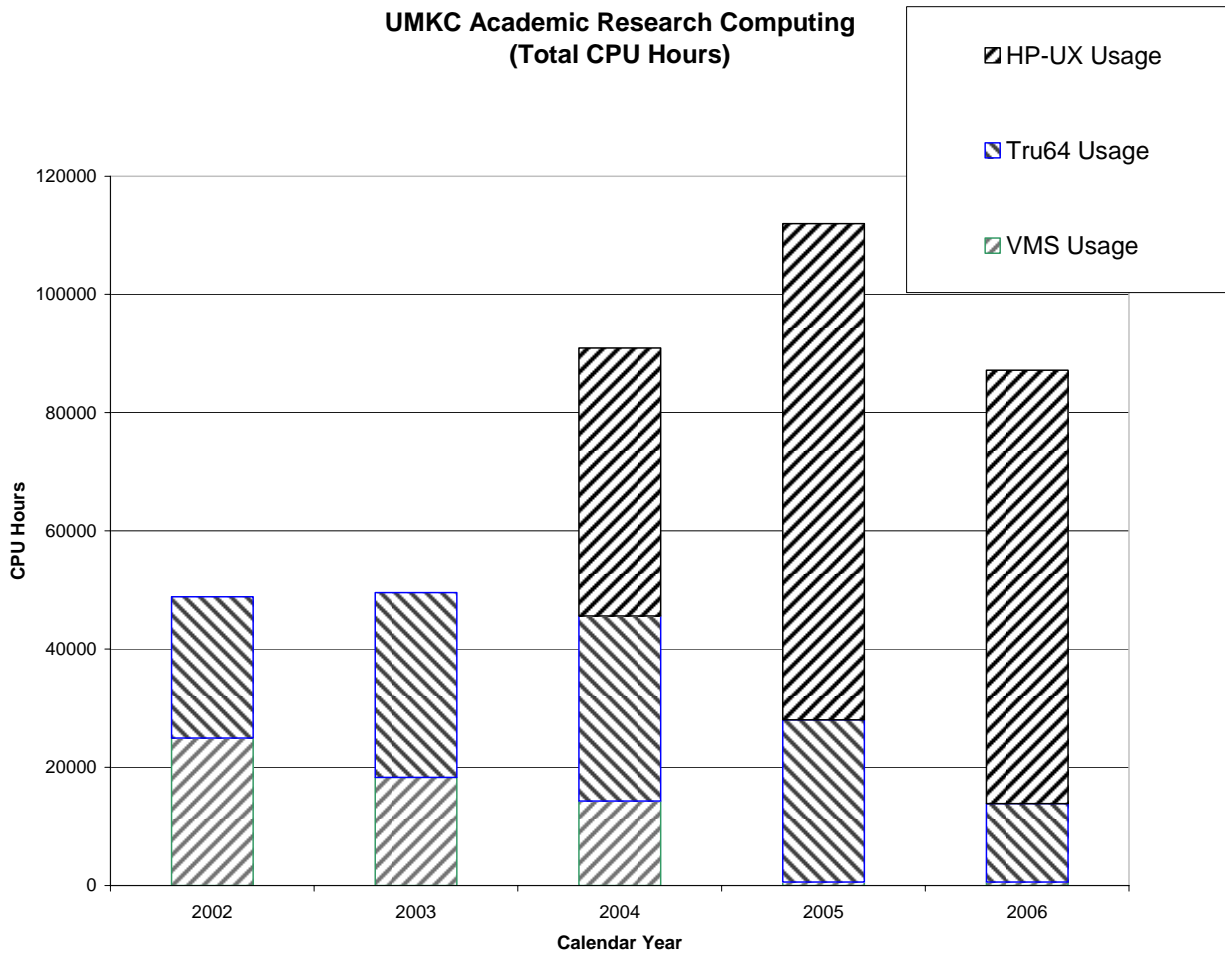
Exchange Support

1. Created an adjunct faculty Exchange account report
2. Created a faculty/staff Exchange account report.
3. Generated account management reports for deletion of inactive accounts.
4. Set up and maintain all the Class Emails and automated email Groups for each semester.

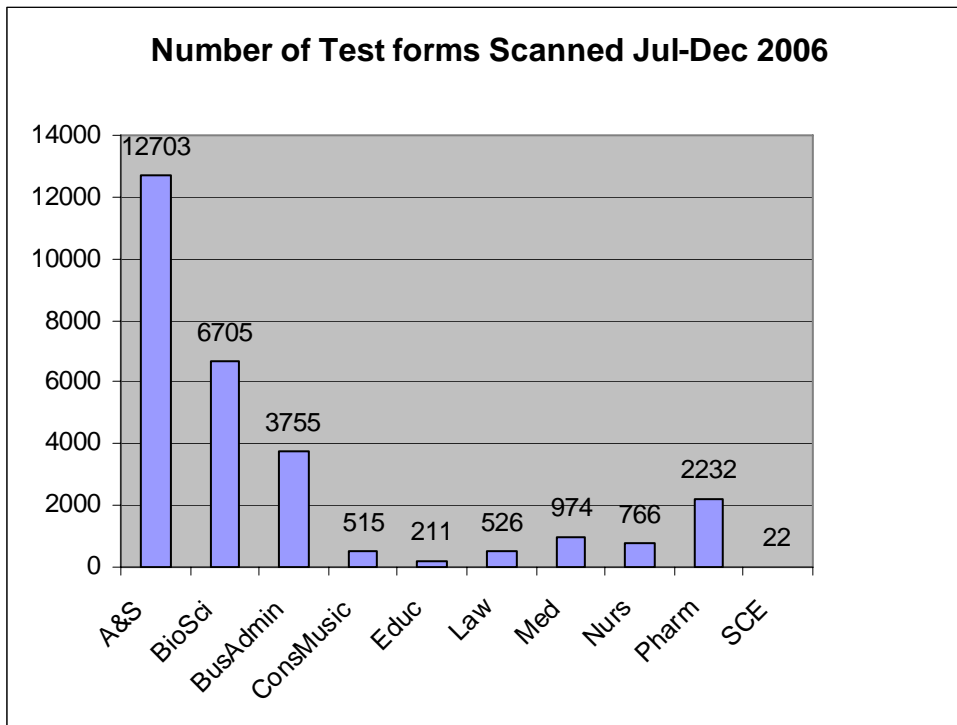
Academic Research

1. Maintained user support for HP-UX and Tru64 servers.
2. Patched and upgraded language and secure connection software on HP-UX servers.
3. Academic Computing usage for 2006 reached 77% of the total for 2005 (see chart).
4. Prepared for the 2007-08 Catalog processing cycle by troubleshooting course extracts, modifying scripts and modifying catalog data required by the conversion of course data to the PeopleSoft format.
5. Moved the CCTR webserver from a VMS server to an HP-UX server. There are no longer any personal webpages on the CCTR webserver.
6. Implemented a server for a Geo-sciences researcher and set it up in CH2
7. The Intel RAID card has a 2TB limit for logical drives. According to the vendor, there is not resolution for the problem.
8. Assisted with the troubleshooting and restoration of a Sun Solaris system at a School of Medicine research lab. An apparent power event caused the corruption of the root file system. Proper system shut down procedures were demonstrated. The file system was restored and they were advised to purchase an UPS as soon as possible.
9. Instructed a School of Medicine research assistant on the use of the Rocks PC cluster at Cockefair Hall.
10. Installed firewire card and harddrive on a Biological Sciences research machine.
11. Installed two EM (Electron Microscopy) software packages for Biological Sciences research laboratory.
12. Coordinated User ID's on the storage server and UNIX system used in a Biological Sciences NMR laboratory.
13. Implemented Samba on two systems used in a Biological Sciences NMR laboratory. Assisted in the restoration and hardware replacement of a Biological Science researcher's DEC Alpha system. The specialized system is used for stereoscopic viewing of molecular structures.

14. Wrote "University of Missouri Bioinformatics Consortium (UMBC) Computing Resources FAQ" for UMKC researchers and acquired accounts on Lewis and Clark systems at the UMBC facility.
15. Continued learning about Sirius (HP-UX machine) for computational researchers.
16. Rewrote the patch auto-upload script the storage server due to a bug discovered in the existing script.
17. Worked with hardware support firm to replace the drive transport in the T128 tape drive for the storage server.



Printing and Scanning Operations



1. Printed over 135,000 pages on the form fed printer.
2. Printed over 320,000 pages and forms on the system laser printers.
3. Scanned Summer Semester 2006 for 7 schools and departments.
4. Fall Semester 2006 Course Evaluation scanning for in progress.
5. Printed and scanned over 1000 grade roll forms for Summer Semester 2006.
6. Printed and scanned over 5000 grade roll forms for Fall Semester 2006.
7. Provided scanning support for Kids' Voting Project – scanned over 15,000 forms.
8. Continued e-mail account maintenance activities for faculty, staff and student accounts.
9. Continued campus-wide Infoprint printer monitoring.

Other Activities

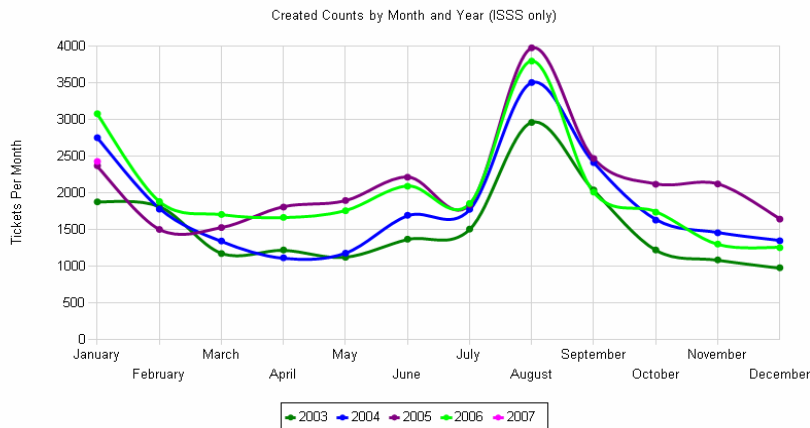
Implemented the student LiveMail pilot test, which is still in progress. A Blackboard group was set up for student feed back and communication.

Mainframe consulting: Advised a School of Education faculty member of planned decommissioning of mainframe with the next 12 months. Locate all Word Tree documents that can be found –and- store on CDROM storage for pickup by the faculty member.

Determine if HOD communications is encrypted per security group inquiry (Information Services).

Support Services Update August 2006 – January 2007

- Signed a new Service Level Agreement with the Toy and Miniature Museum to provide technical support. Completed PC migrations to UMKC network and domain in December 2006.
- In August, 2006 Support Service was asked to take the lead in identifying a centrally supported podcasting/coursecasting solution. In the past few months we've reviewed in-house and vendors solutions. An agreement with iTunes was signed to test their platform. A campus podcasting committee was formed, numerous vendors were invited to present. Resource requirements (both human and infrastructure) were examined to support such an initiative. A technical report summarizing findings with a recommendation will be forthcoming this spring.
- Support Services as a whole responded to 14,414 support requests during the period. The Call Center responded to 12,238 of those requests and resolved 7,712, making our first-call resolution rate 78.6%.



- Drafted new policies and procedures on change management practices in IS.
- Workstation Replacement Program purchases this year included 219 Dell systems with monitors, 108 systems without monitors, 61 Dell laptops, 14 Apple iMacs, 12 Apple MacBook Pro laptops, and 13 Dell and Apple special orders. Through UMKC's annual bulk purchase, the university realized savings beyond the UM System Dell contract. Also because of quantity purchasing, Apple--well-known for offering minimal educational discounts--gave the university additional discounts for our Apple Macintosh purchases. The savings this year for the Workstation Replacement Program totals over \$71,000. This includes \$50,696 for Dell systems with monitors, \$13,928 for Dell systems without monitors, and \$6,700 for Apple systems. As a part of the WRP initiative, numerous reports for internal use were developed as well as departmental inventory reports to assist departments in making computer purchase and replacement decisions
- Purchased over \$233,000 worth of hardware systems and components outside of Workstation replacement over the period

- Provided extensive support and configuration for networked, multifunction copiers provided by third-party vendors for various academic departments.
Served on multiple UM committees and presented material and feedback for the following groups: UM System VPA committee, UM System Desktop Standardization committee, Microsoft Licensing, Procurement Outreach and UMKC IT Liaisons
- Wrote numerous reports for executive management including the following papers: A laptop initiative for UMKC; Consolidation of IS labs; and Outsourcing options to provide IT training to end users.
- Managed Dell and Apple laptop battery recall process and ordering for all first-tier clients
- Transitioned the Lab Management Office to Support Services.
- Collaborated with ISSR to develop a script/web service combination for logging workstation events (Logon, Logoff, Startup, Shutdown), enabling live database injection and better reporting capabilities.
- Created a new ISSS Security and Groups structure to better accommodate group security permissions and properly configure how granted rights propagate to Support Services staff
- Completed numerous projects on the Macintosh platform including development of a Mac image for the Intel Core 2 Duo platform; created Apple scripts to use for quickly clearing all user account folder information between semesters; configured NetBoot to serve disk images for both PowerPC and Intel Macs and allow booting from Macs that fail to boot from the internal HD; reconfigured the Mac Active Directory plug-in so that it looks at the UMKC domain only; built Macintosh logon processor using MacScript; Updated Mac images for PowerPC(10.4.8) and Intel (10.4.7); began development of a Macintosh script for logging workstation events (Logon, Logoff, Startup, Shutdown) to improve reporting capabilities on Macintosh platform (still in progress), investigated Boot Camp and Parallels as option for dual-boot to Windows on an Apple computer with an Intel processor
- Wrote procedures and standardized the protocol Support Services will follow if asked to provide Electronic Data Preservation services; provided technical expertise to preserve data
- Met with Art and Art History faculty and worked closely with them to re-image Fine Arts Labs. Also updated a Mac server, installed a second hard disk for more space, and set up all necessary accounts and file shares for class use
- Performed Fall semester maintenance of the Foreign Language lab, including rebuilding image and deploying new software
- Consulted with A&S computer oversight committee regarding their departmental lab computer needs for the coming year
- Recycled 20 computers to revamp SPARK and Upward Bound labs
- Assisted Scott Laurent with an Internet-based voice transcription services for use by hearing-impaired students
- Re-imaged IS General Use Labs, along with several A&S labs including GIS, Urban Research and Environmental Science labs
- Built, configured, and installed new Architecture license server.
- Met with University Library and the Law School representatives to identify a method to use print quotas for their environment. Worked with IT Liaisons to implement PaperCut print monitoring solution. Also installed same solution for Architecture lab.
- Continued several training initiatives to expand and update skill-sets, including the following:
 - Mac OS X Essentials and Mac Server Essentials training
 - Adobe Creative Suite 2 training
 - ImageNow training
 - Microsoft - Vista and Office 2007 new features
 - Annual Educause Conference 2006
 - The Portable Media and Podcasting Expo
 - Regional TechNet Training
 - HR Performance Appraisal Training
 - HR Employee Discipline Training
 - HR Supervisory Training

- Attended RightAnswers Self-Service Workshop
- Numerous staff completed Dell Warranty Parts Direct recertification; one staff person working on second test for Apple certification.
- Promoted two staff members to higher classifications and performed probationary review for another employee
- Wrote an MOU to provide technical support for an auxiliary department.
- Completed RooTools 2006 CD for faculty, staff and students. Project included programming, design, ordering and distribution of CDs. New to the project this year was the dual-platform disc that supports Windows and Macintosh formats.
- Managed the addition of two computer labs at Hospital Hill at the start of the Fall semester, 2006. Created procedures, policies and communication vehicles for new Hospital Hill computer labs. Updated images and deployed 12 new computers for the School of Nursing Annex lab. Worked with Nursing IT Liaison to staff labs.



Nursing Annex Lab on Hospital Hill recently updated and managed by IS

- Tested the following software tools and hardware:
 - Dell ImageBuilder facility for possible use with Workstation Replacement and imaging needs
 - Various SATA adapters for hard drive transfers
 - Windows Fundamental for Legacy PCs
 - Image capability with eRecruit, the UM System HR software to provide online job applications for internal and external applicants
 - Investigated dozens of slow computers in the wake of new McAfee scanning software deployment
 - MSIE 7 web browser client and determined there were existing incompatibles with ImageNow
 - HP thin client device
 - Dell 745 computer for use with the Workstation Replacement Program
 - Respondus Lockdown Browser at the request of ITS and recommended it as a preferred alternative to Secureexam
 - Pre-release version of Windows Vista and Office 2007, including setting benchmarks for performance under differing hardware environments
 - Microsoft security updates with standard and lab images and advised IS Security and Research on deployment
- Developed and deployed multiprocessor HAL and Dell BIOS updates to computers
- Upgraded Advance/BSR client from 8.2 to 9.0.1 for over one hundred user campus-wide using automated deployment tools
- Updated CPS software in select ILE rooms numerous times over this period due to multiple fixes and patches released by vendor
- Built and deployed Ivanhoe House laptops at behest of Academic Affairs
- Used Winternals to retrieve lost data on a number of computers
- Installed, configured and secured LukWerks video surveillance system in Counseling, Testing and Health Center

- Reconfigured NetBotz for UMKC Police to streamline use and support. Met with them to determine future enhancements for video surveillance at UMKC.
- Participated in Move-In Day festivities for the UMKC Residence Halls by assisting students with computer, networking and general IT issues
- Created Visio diagrams detailing KCUR server and support environment
- Installed 12 new PCs to University Advancement
- Surplused hundreds of old computers, including securely wiping hard disks of all data
- Ordered and installed dozens of replacement motherboards for failing DellGX270 systems
- Coordinated and performed move of CampusCall Telefund Lab to Annex Building
- Coordinated and performed many desktop updates for Campus Facilities' TMA Systems Project
- Began Printer Management project by taking over day-to-day printer queue creation tasks from IS Central Systems
- Updated naming convention database and standards for new and changing departmental entities and, in some cases, renamed computers to match new naming convention
- Installed dozens of video and memory upgrades in preparation for ImageNow deployments in five departments
- Studied option for use and configuration of Right Answers as a knowledgebase for our customers. Working with UM counterparts to implement Spring 2007.
- Advised Campus Facilities to pursue memory upgrades for custodial computers to extend their lifecycle
- Updated warranty dates in our database for over 1000 Dell computers
- Rewrote Dell parts ordering website to improve reporting capabilities
- Collaborated with ISSR to develop a script/web service combination for logging workstation events (Logon, Logoff, Startup, Shutdown), enabling live database injection and better reporting capabilities
- Created a new ISSS Security and Groups structure to better accommodate group security permissions and properly configure how granted rights propagate to Support Services staff
- Installed 49 new monitors in SOE lab
- Guttled MNL 3rd floor lab and replaced switches, networking cables, power, computers, keyboards, and mice to fix serious networking and power-related issues



New Dell PCs installed in Miller Nicholas Library Lab, fall 2007

- All ISSS General Use Student Computing labs were re-imaged first week of January
- Managed purchasing relationships with 19 separated IT vendors over the period, including Dell, GovConnection, Apple, Amazon.com, Crucial Technology, Secure-IT, Kahlon, Laser Equipment, NewEgg.com, etc.
- Purchased individual software products worth \$41,838.68 for various departments
- Purchased site licensed software for various departments, including Grammatica (Foreign Language), Acid Music (Conservatory), Dance Forms (Conservatory) and SolidWorks (Mechanical Engineering)
- Renewed major software contracts, including Gaussian (Chemistry), MathCAD (Math), Matlab (Math), MiniTab (Math), Microsoft Campus Agreement, Microsoft Select Agreement, ERDAS (Geosciences), ESRI (Architecture, Geosciences)

- Announced and released upgrades and new renewal codes to major software packages and for associated web pages for AutoCAD 2007, EndNote X, SPSS 14, Amos 6, SAS and JMP
- Revised software registration web page
- Researched SPSS student software rental agreement for Nursing
- Researched Archibus/AutoCAD interaction issues for Campus Facilities
- Activated MSDNAA web site for fall semester for SCE
- Researched Extensis Portfolio Server for image management in Communications
- Obtained multiple software pricing for A&S upgrades
- Prepared for Microsoft Vista/2007 software releases with purchase and setup of DVD duplicator, label creation equipment and supplies
- Continued to work with Campus Recycling Committee to keep cardboard and Styrofoam out of campus waste stream, sent UPS batteries to motor pool for recycling
- Developed internal training materials related to Windows Vista and Office 2007 in preparation for product support.

- Support Services received responses from 166 customer satisfaction surveys, including 94% satisfaction rate with the service received from Support Services

UMKC IS Call Center
Customer Survey Responses
August 2006 - January 2007



- Supervised the needs (supplies, staff, and environment) for ten IS general use labs located throughout the Volker campus and two sites on the Hospital Hill campus. Specific tasks involved the following items:
 - Interviewed 91 applicants and processed 131 applications for employment
 - Hired, oriented, and trained 32 new Student Assistants
 - Conducted 82 SA performance reviews
 - Created work schedules for four academic sessions
 - Tracked 4358 requests in IS Student computing labs. Provided a 93% first-contact resolution rate for support requests in IS Student Computing labs
 - Continued progress on the SA automated tracking project
 - Worked to secure new equipment for SOE, MNL, and NSA labs
 - Labs were open and staffed for approximately 13,300 hours during this period
 - Monitored and provided support for the Cherry St. Residence Hall lab (24/7 access) for a total of 4,200 hours
 - Processed 7,708 Student Assistant (SA) shifts for payroll
 - Employed 96 different students in IS-managed labs
 - Began building procedures and communication pathways for guest account creation
 - Updated documentation in the "Introduction to IS Labs" brochure, Student Computer Resource Guide, Winter 2007 Registration and Enrollment Guide and other student related materials.
 - Worked with the University Center staff during their remodel to ensure safety of students and lab equipment
 - Researched and developed "team building" seminar for Student Assistants

- Worked with Student Affairs to coordinate SSO and email access for Institute for Professional Preparation, Kauffman Scholars participants, and numerous other groups living in the residence halls during this period.
- Updated MOU with MOREnet to host the Remedy Action Request System
- Serve as technical contact Apple Enterprise Agreement; meet with u-wide group monthly
- Served on u-wide committee to write an RFB for "Furnishing and Delivery of Instructor Led Training". Committee completed an extensive review of bids, scored them and selected a vendor.
- Met with Truman Medical Center IT Directors to discuss technology initiatives
- Represented UMKC on the UM Enterprise Helpdesk Project; provided feedback, and numerous metrics on Helpdesk operation.
- Refreshed cell phones for desktop staff in Support Services reducing overall costs for services
- Worked with Cashiers Office to temporarily relocate computing equipment during remodel
- Met with Tshibanda & Associates consultants as part of a UM initiative to review IT services. Prepared numerous reports and documentation on Support Services operations and services.
- Attended Microsoft Licensing Briefing to discuss upcoming changes to Microsoft Campus and Select Agreements
- Participated in MS Live Mail pilot project; attended numerous meetings; provided documentation and worked to solve issues for those taking part in the pilot

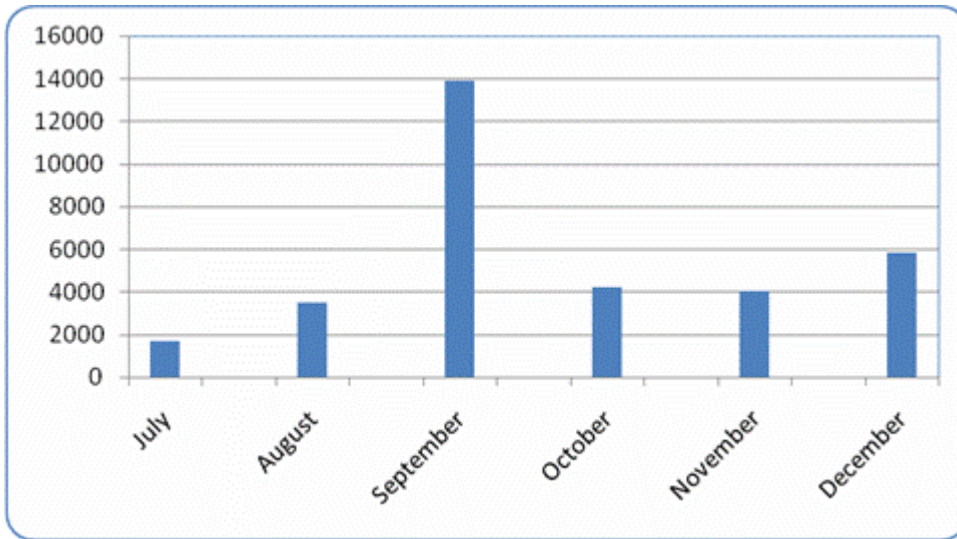
System Security Update August 2006 – January 2007

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1. Licensed and install McAfee AntiSpyware campus wide. This allows us to detect many types of spyware products, both detecting direct spying products, and detect web activity tracking system.
 2. Upgraded McAfee AntiVirus to 8.5i version campus wide.
 3. Licensed and deployed McAfee Host IPS 6.0 in inactive mode. Tuning, upgrades, and activation will occur later after the Winter 2007 workstation replacement cycle completes.
 4. MOREnet conducted a third Remote Vulnerability Assessment of the network. ISSR began the analysis of that assessment.
 5. Continued to tune the WSUS system to manage slightly more than 5,400 Windows based computers on UMKCnet.
 6. Continued to tune McAfee ePO and McAfee anti-virus to cover nearly the entire network.
 7. Continued integration of logging information into CS-Mars log correlation system.
 8. Worked with Dental School on numerous issues.
 9. Worked with School of Biological Sciences on numerous issues.
 10. Worked with Support Services' Enterprise Team on numerous issues.

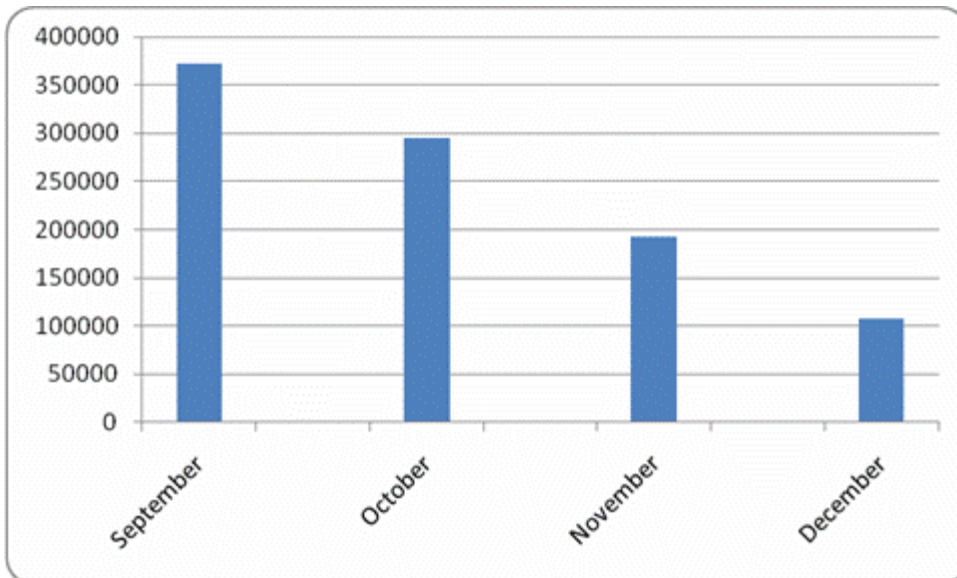
Daily activities:

1. Monitor and maintain IPS system
2. Monitor and maintain WSUS server
3. Monitor and maintain ePO server
4. Monitor and maintain Blue Socket system in conjunction with Telecom and Networking
5. Monitor and maintain the Cisco Clean Access system in conjunction with Telecom and Networking
6. Monitor and maintain the Cisco MARS system in conjunction with Telecom and Networking
7. Monitor and maintain network firewall system
8. Create necessary reports on demand
9. Research as requested

The below information was collected by the ePolicy Orchestrator management console for the last six (6) months of 2006. This represent viruses detected and removed, and starting in September, spyware and tracking items. The September spike is due to the removal of existing spyware items when the product was initially installed.



The below information represents the aggregate of the top-10 IPS blocked traffic types. Due to a reinstallation of the system, information for July and August is not available.



Information Access Update August 2006 – January 2007

Efforts of the Information Access Division during the period July through December 2006 were notable for the improvements made in measurements of customer response times, despite a steady increase in requests for service. All divisions had singular and combined successes.

Instructional Technologies (ITS) implemented Blackboard as a collaborative partner in a project with UMR and UMSL. Usage of Blackboard reflected a 33% increase over the previous semester. ITS also completed evaluations of Horizon Wimba and Secure Exam/Lockdown browser and both products are scheduled for implementation by July 1, 2007.

Information Manipulation Services (IMS) is developing an implementation plan for the conversion of all Blackboard data, extracting the new Peoplesoft Student information instead of copying it from the existing legacy application. IMS has also identified over 130 reports, feeds or extracts of data across campus which will be retired or converted in conjunction with the Data Integrity Reporting Group (DIRG).

Information Presentation Services (IPS) produced numerous web presentations for UMKC and its partners. IPS massaged data copied from Oracle and SQL Server databases and formatted the information to make it available on web browsers, PDAs and other forms of electronic communication for all UMKC schools. Worthy of special mention are the e-commerce sites developed for UMKC Admissions and the School of Dentistry.

All Information Access Departments played roles in the implementation of Peoplesoft Student, acting as consultants and performing database and application testing and assessment services.

ITS Highlights

Projects, Research and Development, and Personnel

1. Blackboard Intercampus Collaboration (BbIC)
 - i. Phase One (April – August 2006) of project concluded. Accomplishments include:
 - Successful migration of the UMKC, UMR and UMSL campuses' Blackboard instances to the unified environment as proposed and approved in April 2006 on schedule with the Fall 2006 semester go-live date.
 - Ability to authenticate any UM student, faculty or staff to any Bb instance through system wide LDAP authentication
 - Standardized naming conventions
 - Developed method for each campus to upload standardized data table structure for automatic:
 - Centralized and standardized Blackboard snapshot scripts design and execution
 - Improved end user support through
 - Improved system administration and support through
 - Increased visibility and leverage with vendors
 - Utilized collaboration and project management tools to support and enhance efforts
 - ii. Phase Two (August 2006 – May 2007) of the project includes:
 - Automatic course creation at UMKC – November 2006
 - Blackboard Request System at UMKC – November 2006
 - SSO system at UMKC – January 2007
 - Redesign of snapshot tools – January 2007
 - Joint adoption of Horizon/Wimba at UMKC & UMSL – January 2007
 - Governance structure – February 2007

- MOU/SLA – March 2007
 - Community System at UMKC – March 2007
2. School of Nursing Summer Institute (July 26 – 29, 2006)
 - i. Supported faculty and staff in development and implementation of new RN → BSN fully online program. Developed student technology orientation.
 3. Secureexam/Lockdown Browser
 - i. Secureexam pilot ended December 20, 2006.
 - ii. Lockdown Browser trial license was utilized for some testing and evaluation. Support Services and Instructional Technologies concur that this software will be less support-intensive.
 4. eInstruction (student response system)
 - i. Coordinated faculty orientation and training with eInstruction representative to be provided through FaCET at no cost.
 - ii. Blackboard plugin was originally evaluated on the version 6.3 Windows development environment and needs to be re-evaluated and tested on the 7.1 Sun development environment.
 5. Horizon Wimba
 - i. Evaluated as a replacement of Centra
 - ii. Installed Blackboard plugin on development server
 - iii. Developing implementation plan
 6. Conferences Attended
 - i. Educause Annual (October 2006)
 - ii. SLATE Conference (October 2006)
 1. Presented regarding BbIC
 7. Personnel
 - i. Reclassified staff
 1. Mary Crosson
 - a. User Support Anyl. Entry → Software Support Anyl. Expert
 2. Deborah Wall
 - a. Business Tech. Anyl. Expert → Software Support Anyl. Specialist
 3. Terry Easley
 - a. Senior Electronics Tech. → Software Support Anyl. Entry
 - ii. New position posted
 1. Software Support Anyl. Generic

Usage Data

Blackboard

Academic Unit	Aggregate number of students		
	WS 06	FS 06	% change
College of Arts and Sciences	7,931	10,004	20.72%
Conservatory of Music	195	384	49.22%
School of Biological Sciences	795	2,371	66.47%
School of Business and Public Administration	978	1,780	45.06%
School of Computing and Engineering	615	1,879	67.27%
School of Dentistry	356	1,276	72.10%
School of Education	2,102	2,084	-0.86%
School of Law	0	13	100.00%
School of Medicine	1,999	1,073	-86.30%
School of Nursing	409	1,137	64.03%
School of Pharmacy	272	1,225	77.80%
Grand Total	17,386	23,226	+25.14%

Academic Unit	Number of course sites		
	WS 06	FS 06	% change

College of Arts and Sciences	231	296	21.96%
Conservatory of Music	6	14	57.14%
School of Biological Sciences	11	25	56.00%
School of Business and Public Administration	33	55	40.00%
School of Computing and Engineering	31	53	41.51%
School of Dentistry	12	20	40.00%
School of Education	83	74	-12.16%
School of Law	0	1	100.00%
School of Medicine	7	12	41.67%
School of Nursing	24	30	20.00%
School of Pharmacy	4	19	78.95%
Non Academic	77	177	56.50%
Grand Total	519	776	+33.12%

Centra

Term	Academic Unit	Students	Instructors	Classes
SS2006	School of Dentistry	50	3	3
SS2006	School of Nursing	20	2	1
SS2006	E-Conferencing	0	2	1
FS2006	NIAAA	37	1	4
FS2006	PACE	18	1	1
FS2006	School of Computing and Eng.	9	1	1
FS2006	School of Dentistry	57	5	5
FS2006	School of Nursing	121	11	6
FS2006	E-Conferencing	0	26	7
Grand Total		312	52	29

Term	Students	Instructors	Classes
WS 2006	465	21	16
FS 2006	312	52	29
% change	-49.04%	+59.62%	44.83%

eInstruction

Name	Number of Classes	Number of Students	Number of Pads (clickers)
Andrea Drew Gounev	2	180	175
Saul Honigberg	1	140	138
Margaret Horner	1	45	44
Chris Jordan	1	104	102
Kristin Lee	3	55	54
Kathryn Loncar	1	112	109
Jeffrey Price	1	269	267
Marilyn Yoder	2	354	352
Christine Zimmerman	1	80	79
Grand Total	13	1,339	1,320

Term	Number of	Number of	Number of
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	Classes	Students	Pads (clickers)
WS 2006	17	651	637
FS 2006	13	1,339	1,320
% change	-30.77%	+51.38%	+51.74%

L-Soft Listserv

Term	Number of Lists	Number of subscribers
WS 2006	637	120,420
FS 2006	679	125,876
% change	+6.19%	+4.33%

IMS Highlights

- Completed over 5000 faculty evaluations submitted for 600+ classes in the School of Nursing and School of Dentistry
- Interviewed all campus schools and divisions to create a Student Information System data flow chart. Study results identified 130+ data feed, reports or extracts.
- Provided training in Peoplesoft and Cognos

IPS Highlights

- Developed Extranet sites for Women's Center, UMKC Center for Creative Studies, and the School of Computing and Engineering
- Expanded use of XML, Cold Fusion, and ASP.net on campus
- Collaborated with University Communications on multiple projects
- Researched search engines, content management systems and other possible tools for the university as a whole

Information Access priority projects for the period January – June, 2007 include the following items:

1. Implementation of Peoplesoft Student
2. Release of Secure Exam/Lockdown Browser
3. Changeover to use of Horizon Wimba from Centra
4. Launch of Single Sign On server and My.UMKC.edu portal
5. Providing continuing support and expanding the number of evaluations and surveys of individual schools and departments
6. Modify e-commerce systems for existing UMKC web sites (Mizzou Virtual Lockbox to QuikPay)
7. Reduce support times for Blackboard (same day response policy, number of tickets over 24 hours)



Operations and Administration Update August 2006 – January 2007

The Office of Operations and Administration of Information Services processes all of the business transactions for the IS Division. The Administrative Manager for IS works closely with the Budget Office in the creation and management of Departmental IS budgets. There are two full-time staff, Administrative Associate and an Administrative Assistant, that process all purchase requisitions, vouchers, travel expenses, payroll and procard purchases for the division. Currently there are 89 full-time staff, 82 Student Assistants, 9 work-study student workers, 15 Temps, 1 Grad Assistant and 2 part-time employee. Below is a list of the number of payroll processes:

Budget Processing:

Budgets for all IS departments for FY2008 was entered on-time and according to budgetary guidelines.

Payroll and HR processing and functions:

All bi-weekly timesheets, monthly payroll and absent reports were processed accordingly and on-time.

ProCard Processing:

Also processed through O&A, are the credit card (ProCard) purchases made within the division. There are now 15 procard holders within the IS division, all purchases are approved and processed according to University procedures.

Training Classrooms:

The scheduling of all training classes in the two Computer Training Classrooms are managed by O&A staff. Listed below is general information about the process of scheduling the classes and training rooms.

Reports:

Worked closely with the Directors and Managers to create a Life Cycle Replacement Database for all equipment, furniture, and software. This is a living document, that needs to be updated regularly. The information obtained from this document was invaluable when creating the upcoming budget.

After a full-day work shop with the Directors and Managers and their input into an on-line database created by Information Access staff, a IS Service Database was created. This database includes all the services that IS furnishes to UMKC, as well as other campuses and outside entities.

Follow-up:

Capital asset inventory database has been completed. The equipment database is still a work-in-progress.