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UWF Strategic Goals

1. Promote learning and living environments that encourage the development of communities of learners and individual potential in students, faculty and staff.
2. Attract and inspire a diverse and talented student body committed to uncompromising academic excellence.
3. Provide solutions to educational, cultural, economic, and environmental concerns.
4. Manage growth and development responsibly through focus on continuous quality improvement of programs and processes.

Accomplishments Supporting Goals and Objectives

<table>
<thead>
<tr>
<th>UWF Strategic Goals for Information Technology</th>
<th>UWF Strategic Goals Supported</th>
</tr>
</thead>
<tbody>
<tr>
<td>Imperative 1-g (ACS03-02) – Provide Students with flexible self-service access to the institution and its basic services in a reduced paper environment that does not limit interaction to constrained hours or locations.</td>
<td>√</td>
</tr>
<tr>
<td>1. Use IT to enrich the educational experience of students by enhancing the quality of learning, access to learning, student services, and student engagement in the University community</td>
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Accomplishments:

- **Housing Strategic Streamlining**

  Several ACS staff got involved in this project initiated by Student Affairs. Several enhancements were made to existing systems to improve communication and workflow, such as making improvements to existing reports, instituting automated notifications upon actions taken in the systems. New applications needs were identified and in development to improve resident student services related to the Post Office by giving them access to better information via Argus.

  The Housing RMS application was upgraded to the latest version 5.3 in preparation for rolling out new functionality, such as capability for students to fill out an on-line Housing Application, as well as to begin implementing better interfaces between RMS and Student systems.

- **FACTS Enhancements**

  UWF was the first to implement the enhanced admission application changes requested by FACTS.

  FACTS 2+2 functionality was implemented that allows a FL community college student to check how the courses taken can be applied when transferring to a FL public university.
and help students better plan their community college programs to get the most credits transferred upon admission to the university.

- **Miscellaneous Improvements**

  Complied with federal regulations by automating electronic notification to student or parents of loan cancellation policy for Direct Loans or Perkins Loans.

  Implemented scheduled email notifications to students who owe fee to increase timeliness of fee collections and help students avoid late fees.

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<thead>
<tr>
<th>UWF Strategic Goals for Information Technology</th>
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<th>2</th>
<th>3</th>
<th>4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Imperative 3-a (ACS03-01) – Implement Modern administrative information systems and business processes that utilize recognized best practices, streamline procedures, integrate across functional areas, introduce a greater focus on the end customer, and increase flexible self-service processing.</td>
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**Accomplishments:**

- **Banner Sponsored Research Go-live in July, 2005**

  Supported the implementation of the Banner Sponsored Research module which included Pre- and Post-Award grant processing. The Grants Billing process was significantly improved with the use of Evisions software to automatically generate professional-looking invoices and cover letters from Banner data.

- **Transcript Printing Process Improvements**

  Transcripts are now sent to Report Navigator and Enrollment Services can now select the transcripts for printing on their local laser printer on official transcript forms. This provides more professionally looking transcripts to students as well as empowers Enrollment Services to do the printing.

- **Outsourcing Enrollment Verification**

  Assisted the Registrar’s Office with the implementation of an outsourced enrollment verification system which required a server and software to be installed at UWF and the system integrated with the Student Information System.
### Imperative 3-b (ACS03-03) – Implement a reduced-paper administrative operations environment.

**Accomplishments:**

- **Banner Workflow Implemented**

  Received training and consulting services on how to use Banner Workflow and do basic Business Analysis in preparation for implementing processes using Banner Workflow.

  Implemented Banner Workflow system and rolled out the first pilot workflow for the Banner Access Request process. It replaced a paper form with an electronic form that is electronically routed to appropriate individuals for approval and supports the security setup to be done in a timely and efficient manner. More workflows are in development.

### Imperative 3-e (ACS03-04) – Provide programming support to keep existing information systems viable and responsive to needs.

**Accomplishments:**

- **Banner and Banner-related Upgrades**

  Upgraded Banner from version 6.1 to 6.2 and then from 6.2 to the major version 7 release which provided mostly technical enhancements, such as a more user-friendly interface, single-sign-on capability, and application programming interfaces. Reusable project plan template and test plans were created and used and saved for future upgrades.

  In keeping current with software releases to provide new features and functionality as well as fix defects, the following upgrades were also completed:

  - Oracle Application Servers were upgraded to the latest 10g version.
  - ODS databases were upgraded to the latest 10g version.
  - Oracle Warehouse Builder was upgraded from 9.x to 10.x.
  - Banner ODS was upgraded to the latest 2.x version.

  Oracle Application Server was migrated to virtual machines to simplify server maintenance as well as enhance disaster recovery capabilities.

- **Automated Email Address Synchronization**

  Implemented an interface to synchronize email addresses in Nautical and Banner. This eliminates the need for HR staff to update these email addresses manually.

- **Credit Card System Improvements**

  After UWF outsourced credit card authorization to USAePay, developed applications to help Cashier Office find, troubleshoot and fix credit card payment errors efficiently, often before the customer knew there was a problem.
• **Student Systems Improvements**

  Recruitment shadow systems were eliminated by adding missing data fields into the Student System. Eliminated wasted time on double data entry into Shadow Systems, provided easier access to information for recruitment efforts, and streamlined the data upload to GoalQuest.

  Implemented new process that allows Admissions to proactively communicate with potential students who have had their ACT/SAT scores submitted to UWF.

  The on-line Graduate Application enhancements were made to provide automated information to the Admissions office staff and eliminate some manual processes.

• **Annual Financial Aid System Changes**

  Federally mandated changes were incorporated into UWF’s legacy Financial Aid System.

  Provided significant support and research services to Financial Aid office to reconcile federal programs to support UWF’s continued participation in these programs.

• **Bannerized PARS and Parking Permit Systems**

  Upgraded the PARS and Parking Permit systems to use Banner as source data.

• **Bannerized Automated Financial Statements**

  This fiscal year was the first year UWF produced Financial Statements from the Banner system data. Much programming effort was required to convert Banner data to work with the state’s Automated Financial Statements system.

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**Imperative 3-c (ACS03-05) – Provide integrated, coherent, and flexible access to institutional information for planning and management.**

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**Accomplishments:**

• **Budget/Finance Reporting Improvements**

  Utilized FGCU’s Salary Category Detail processing system to streamline UWF’s SCD file submission process. Assisted the Budget Office with getting Banner position data current to support the SCD preparation. Migrated the SCD processing to Banner and the ODS from NWRDC. Did successful parallel testing of old and new SCD systems and submitted the file to the state on-time in June.

  Provided the Budget Office with several new reports to improve their labor-intensive manual processes for providing financial information to the Board of Trustees.

• **Operational Data Store for Finance and HR**

  Completed implementation of Banner HR and Finance ODS. Converted several Banner Reports to run using the ODS versus production data which resulted in better
performance both for Banner Report users and Banner Forms users. Tweaked ODS
tables and reports for optimum performance.

- **Oracle Discoverer Plus selected for Business Intelligence**
  
  Oracle Discoverer Plus was selected as UWF’s enterprise reporting and BI tool. Training
  was received for using and administering Discoverer Plus. Oracle Discoverer End-User-
  Layer set up to deliver standard SGHE Object Access and Reporting views as well as
  UWF-defined views to Student and other data. ODBC connections are working to SQL
  Server tables. Pilot information dashboards are in development.

- **Continuous Improvement of Information Access Services**
  
  Developed several new and enhanced reports for various offices on campus that provide
  the information they need to manage their operations.

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**Other Notable Accomplishments**

- **NWR Cost Reductions Using Shadow Direct Technology**
  
  The Shadow Direct technology was fully implemented in November of 2005. The result
  has been thousands of dollars in savings in NWRDC costs.

- **Banner Disaster Recovery Plan**
  
  A Banner Disaster Recovery Plan was designed and implemented using Oracle
  DataGuard technology and a warm site at CFRDC. The benefits to UWF are short
  recovery time and minimal loss in the event of a disaster that destroys the Banner
  servers at UWF.

- **NWRDC Risk Analysis and Disaster Recover Site Test**
  
  ITS led the effort and received input from several administrative areas to respond to
  NWRDC’s Risk Analysis Survey. Performed successful tests of IBM applications at
  NWRDC’s disaster recovery site.

- **Administrative Printing Improvements**
  
  ITS outsourced all administrative printing to Printing Services after eliminating the third-
  shift operator position. ACS continuously reduces printed reports in ITS by porting more
  to Report Navigator as users allow and re-engineering the printing of special forms such
  as transcripts and labels to print on departmental printers.

  The BARR software was upgraded to allow printing over TCP/IP and therefore eliminate
  the need for SNA. UWF’s SNA connection to NWRDC was removed which results in
cost savings to UWF. Upgrading BARR also required modifications be made to the JCLScan application used for our nightly operations monitoring and troubleshooting.

A new line printer was installed to replace old IBM line printers, saving UWF thousands of dollars annually in maintenance costs. This new line printer works over the TCP/IP network allowing it to moved out of the Data Center to Printing Services.

- **Social Security Number Conversion Proposal**

  Submitted proposal to Extended Cabinet for their review. This proposal outlined impacts and resource and timeline estimates to do a full conversion of the Student System, replacing SSNs as Student Identification numbers with a generated ID number.

- **Banner Student Evaluation**

  SungardHE provided three days of demonstrations of their Banner Student product in response to a compiled list of requirements provided by UWF administrative and ITS staff. UWF staff provided mostly positive feedback after the demonstration. SungardHE provided a proposal for Banner Student implementation, but the project was shelved until further notice.

- **Banner Support**

  Streamlined and automated many procedures associated with reacting to and fixing Banner-related issues such as Posting problems and Jobsub problems. Staff have become extremely efficient in researching Banner problems on SungardHE’s UDC Support Center, finding fixes in the form of patches and submitting Requests for Enhancements (RPEs) when bugs are found.

### Notable Challenges

- **Banner Support**

  Banner continues to be a very support-intensive system. ACS staff react to support issues that often are a result of system defects, requiring much time and energy to be spent researching SGHE’s defect database, working with SGHE technical support personnel to validate patches are required or new defects be documented, and working with the Oracle DBA to ensure appropriate patches are installed and tested. These support issues are unpredictable and therefore can have a serious impact on other time-critical work.
Annual Metrics for Key Services

**Banner**

**Database Growth**

*Total includes database overhead and Workflow data*

**Banner User Account Growth**

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June 30, 2006
**NWR Costs**

Last year we gathered information about which applications were costing UWF the most money in terms of Shadow Direct costs.

This year we went one step further and worked with a consultant from Neon, the Shadow Direct vendor, to implement a feature in the Shadow Direct software that allowed us to efficiently capture SQL statements that were being executed over and over and bind them into static plans. We focused on the most costly applications first, using the data we had collected from last year. The result exceeded our expectations and the Shadow Direct costs were dramatically reduced. The cost savings attributed to the changes in the Shadow Direct traffic was $46,000 or a 14% reduction in last year’s bill. Since these changes were implemented roughly half-way through the fiscal year, further savings could be realized in the next fiscal year.

This first graph shows the NWR cost data over the past two fiscal years.
This second graph shows only the Shadow direct costs over the past two fiscal years and the clear downward trend line.

This third graph shows the comparison of costs of the major pieces of the NWRDC bill over the past two fiscal years which shows the Shadow Direct savings.
Administrative Computing Services
Annual Report
Fiscal Year 2005-2006

Administrative Printing

Beginning in August of 2005, Administrative Printing contracted Printing Services to do the Administrative Printing. ACS continued its efforts to reduce Administrative Printing by moving reports to Report Navigator, re-engineering applications to allow printing to take place directly in the administrative offices and in some cases simply reducing or eliminating altogether the printing of reports no longer needed or needed less often.

This graph shows the downward trend in pages printed. Data was collected beginning in February of this year. Had we kept track of data prior to that, the downward trend would have been even more dramatic.

The spike in weeks 19 through 22 are attributable to the printing of SASS audits on the laser printer. These audits are sent to students in the mail and Enrollment Services has no desire of changing that process at this time.

As mentioned earlier in this report, the upgrade of the BARR system and the installation of network-able IBM impact printers will allow the relocation of the impact printer to Printing Services. The contract between ITS and Printing Services will be renegotiated for Fiscal Year 2006/2007 with the goal of reducing the cost to ITS for administrative printing based on the reduction in print and the added convenience to Printing Services of having the printer located in their building.
ITS Request Delivery Performance

An important part of what ACS does is deliver solutions to clients’ IT needs in a timely fashion. One method of tracking our performance is to measure the percentage of requests delivered by the date promised.

To establish a benchmark, data has been compiled from MAGIC specifically for requests that come in through the ITS Request System. Processing requests includes a step in which the developer negotiates a "Promised Date" of delivery of the solution to the client. These Promised Dates are set according to current workload and priorities and may be renegotiated when these variables change.

The graph below shows the delivery percentages of Magic Work Orders created through the ITS Request System that were closed in fiscal year 2005/2006. This graph is meant to be used as benchmark for future comparison. ACS will need to enforce the entering of Promised Dates for all ITS-Request-generated Work Orders in order for this metric to be most meaningful.

<table>
<thead>
<tr>
<th>Status</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>A) Due Date Not Specified</td>
<td>242</td>
<td>43%</td>
</tr>
<tr>
<td>B) Completed On Time</td>
<td>266</td>
<td>47%</td>
</tr>
<tr>
<td>C) Completed Late</td>
<td>56</td>
<td>10%</td>
</tr>
</tbody>
</table>

Overall Work Order Statistics

Total Work Orders closed in FY 2005/2006: 1355
Work Orders generated by ITS Request System: 564