Accomplishments on Goals and Objectives

The Architecture, Research and Development and Systems Engineering workgroups continue to operate as separate entities for budgeting purposes. The Chief Technology Officer manages both workgroups, and has elected to submit a combined annual report for both workgroups.

The activities of each workgroup centered around the ITS 2005-2006 annual operating plan, which outlined seven major goals for the department:

**ITS-2005-1 - Improve academic technology infrastructure and services, emphasizing Academic Affairs’ programmatic needs and priorities.**

- Created automated eLearning Communities for the Online Writing Lab and Student Success
- Acquired and deployed Softricity 4.0 in SAIL and Cyberlounge, providing delivery of software to lab machines without the need for the software to be loaded on the lab image.
- Migrated the CAS Faculty Database to the enterprise database, updated the Faculty Roster application to use the new database, and provided support to other customers using the CAS Faculty Database
- Provided a reasonably priced file storage and backup solution for Archaeology to supplant the need for them to maintain a departmental filer server
- Modified the on-line classroom inventory to support eClassrooms
- Established SQL Databases on the production SQL server and provided customer support for Breeze (for the Academic Technology Center) and Curriculum Change Request (for Enrollment Services)

**ITS-2005-2 - Improve IT support for research and sponsored programs activities.**

- Began work on a standardized pricing model for co-location, as well as various levels of server/virtual server and application hosting models.

**ITS-2005-3 - Enhance administrative information systems and related support services, to improve the quality of university operations and business processes.**

- Implemented the Funnel Web Analyzer tool, a no-cost tool, replacing the increasingly expensive WebTrends tool, for customized web log analysis for individual departmental websites on the UWF Home Page server. Monthly statistics have been processed and are available by department from 2004 to present using this new tool
- Defined the requirements for a university-wide assessments inventory
- Developed a mechanism for insulating our local web applications from datasource problems at NWRDC, effectively removing the longstanding problem of bottlenecks in the system that caused poor performance
- Made substantial progress on the requirements gathering for the Faculty Activity Reporting system, and preliminary work on the faculty assignment letters
- Attended Oracle Discoverer User and Administration Training, and began data preparations and infrastructure changes necessary for creating executive dashboards to be available in Argus
- Participated on the Web Presence team, critiquing web sketches, developing draft standards and guidelines, gathering feedback from key groups such as the Cabinet and Dean’s Council and converting prototype sketches into CSS
Added the text-only capability to the UWF Home Page website

As one of the expert clients of the work-order software, SEG once again participated in the Magic Beta program conducted by BMC software.

Assisted with streamlining of the ArgoNet orientation experience in the lab for during Freshmen/Transfer orientations

**ITS-2005-4 - Ensure the ongoing capacity, continuity, and security of the university's information technology and communications infrastructure and provide high-quality support services for that infrastructure.**

Implemented the F5 network load balancing solution for NAUTICAL servers

Assisted in deployment of an ArgoNet integrated VPN solution with DSS & RADIUS

Cut SSL certificate costs by approximately $10,000 annually by converting individual SSL certificates to the Digicert Wildcard and 128-bit Standard SSL

Updated and migrated Active Directory to Windows 2003, necessary for upgrading the Exchange environment.

Updated and migrated Exchange to Exchange 2003, enabling it for use as the enterprise calendaring solution, and providing new features for ArgoMail

Provided management, research, development, and implementation resources to the university-wide deployment of Exchange calendaring, converting the entire campus from Meeting Maker

Established the virtual server environment, currently hosting 35 virtual servers across three physical VM hosts and six server templates, saving both money and time in deploying new servers for enterprise and departmental use

Virtualized and tuned the Banner front-end server, which according to SCT, is the first instance of a customer utilizing a virtual server in its production environment

Realigned aggregates and raid groups on the central file storage server for storage expansion and to increase resiliency.

Solicited information from all university departments to produce a list of registered departmental servers, allowing the network perimeter to be further secured without impacting existing server capabilities.

Assisted in the upgrade of the Fundware application and database, and added Housing to the Fundware system

Migrated Telemate's monthly telecommunication departmental reports to Report Navigator

Worked with FSU to negotiate an off-site disaster recovery facility on the LambdaRail network and began preliminary plans for moving our secondary storage and basic networking capabilities to that facility

Assisted in deploying additional wireless access points for ArgoAir

**ITS-2005-5 - Address critical issues of privacy and protection of personal information, and other information security and administration issues.**

Provided a wealth of information for the Banner Security Audit.

Completed the process of outsourcing the credit card solution used by ITS and other UWF customers for processing credit card payments.
Developed and deployed the Secure Password System as part of the Collective to provide administrative security for all systems/server passwords in ITS.

Assisted in developing the plan for removing SSNs from UWF systems.

**ITS-2005-6 - Improve the management and governance of information technology.**

Added MOU Support in the Collective for all server hosting and co-location agreements with campus users.

Began researching ITIL and how it can be implemented as part of UWF’s IT strategy.

**ITS-2005-7 - Support the Making Way for Excellence initiative by developing ITS as an organization of excellence and participating in University-wide process improvements.**

Participated in the Leadership Development Team and the New Employee Orientation & Recruitment Process Action Team. The New Employee Orientation suggestions were then used by LEAD in their project to create a new first-year employee experience.

Participated on the Measurement Team and the OPS/GA Payroll for Sponsored Research Process Action Team.

Participated in a Community Involvement Process Action Team.

**Other Notable Accomplishments**

Over the holiday weekend following Hurricane Dennis, we created the Argoride website to support the University administration’s request to facilitate energy conservation through carpooling services.

Shut Down the ITS NT Domain, moving all enterprise servers to the Active Directory Domain.

**Annual Metrics for Key Services**

(see attached)

**Credit Card Payment Statistics**

We have collected over $5,800,000 through the outsourced credit card payment solution. Over the year, we have extended that solution to entities beyond ITS, including the Athletic Club and the Alumni Office. See the appendix of this report for a monthly breakdown of total transactions and total value of the transactions by application utilizing credit card payment.

**Argonet H and I Drives**

This attachment compares the total storage used for an ArgoNet account’s H and I drive by each of the account types for 2005 and 2006.

**Email Mailbox Size**

We dramatically increased the size of an employee’s mailbox this fiscal year, reducing the need for an immediate solution for email archiving. We will watch these numbers closely in the coming months to help us gauge when we need to have a solution for end-user email archiving.

**Notable challenges**

Our biggest challenge is to head off the barrage of requests we receive in order to adequately research and test solutions, as well as fully deploy them in “utility” status before moving on to the next “thing”. This year’s
prime example is the VM platform for hosting servers, where it proved its worth immediately, yet we have not appropriately “ramped up” our IT staff to maintain this service at the level we would like. We must continually fight the tendency for management and clients to see the fruits of a project and presume that it must now be “done”, and time to move on to the next big project. We need to take the time and expend the financial resources necessary to ensure we can continue to support the services we deploy with the level of service we expect.

Other Comments

Will Roberts was appointed the Data Center Manager within the SEG workgroup, taking direct responsibility for oversight of that facility, enabling us to re-cast the open Director position for SEG as the Security Manager position. The Security Manager position is expected to be filled this fall, and will report directly to the CIO. The CTO retains management responsibilities for both ArDev and SEG.

As director of ArDev and SEG, I am extremely proud of the accomplishments of my staff this year. But besides the accomplishments, I am proud of the way they accomplished these enormous tasks. The Exchange Calendaring project was successful primarily due to the great teamwork and attitudes of the project team. The upgrades to Active Directory and Exchange, as well as the conversion to VM for many of our servers could not have been accomplished without the hard work and dedication of the staff to work together as a team. I look forward to many more team accomplishments in the 2006-2007 fiscal year.
<table>
<thead>
<tr>
<th>Month</th>
<th>Tuition &amp; Fees</th>
<th>Transcripts</th>
<th>SBDC</th>
<th>PPS Access</th>
<th>Parking Decal</th>
<th>Orientation Fee</th>
<th>MCA Software</th>
<th>Debt Payment</th>
<th>Athletics Club</th>
<th>Application Fee</th>
<th>Alumni Gift</th>
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Credit Card Payment Transaction Summary by Application 2005-2006

Tuition & Fees, Transcripts, SBDC, PPS Access, Parking Decal, Orientation Fee, MCA Software, Debt Payment, Athletics Club, Application Fee, Alumni Gift
### Credit Card Payment - Total Value by Application 2005-2006

#### Tuition & Fees
- Jul-05: $107,581
- Aug-05: $107,896
- Sep-05: $74,327
- Oct-05: $242,422
- Nov-05: $101,319
- Dec-05: $139,485
- Jan-06: $155,167
- Feb-06: $1,069,696
- Mar-06: $212,087

#### Transcripts
- Jul-05: $1,890
- Aug-05: $2,630
- Sep-05: $3,700
- Oct-05: $5,830
- Nov-05: $4,550
- Dec-05: $5,130
- Jan-06: $5,070
- Feb-06: $9,570
- Mar-06: $6,000

#### SBDC
- Jul-05: $40,605
- Aug-05: $610
- Sep-05: $32,609
- Oct-05: $5,558
- Nov-05: $3,598
- Dec-05: $2,304
- Jan-06: $708
- Feb-06: $974
- Mar-06: $6,592
- Apr-06: $7,862
- May-06: $11,563
- Jun-06: $21,219

#### PPS Access
- Jul-05: $6,397
- Aug-05: $1,229
- Sep-05: $3,209
- Oct-05: $5,558
- Nov-05: $3,598
- Dec-05: $2,304
- Jan-06: $708
- Feb-06: $974
- Mar-06: $6,592
- Apr-06: $7,862
- May-06: $11,563
- Jun-06: $21,219

#### Parking Decal
- Jul-05: $1,890
- Aug-05: $375
- Sep-05: $330
- Oct-05: $720
- Nov-05: $150
- Dec-05: $90
- Jan-06: $165
- Feb-06: $76
- Mar-06: $60

#### Orientation Fee
- Jul-05: $706
- Aug-05: $974
- Sep-05: $6,592
- Oct-05: $7,862
- Nov-05: $11,563
- Dec-05: $21,219
- Jan-06: $20,489

#### MCA Software
- Jul-05: $113
- Aug-05: $70
- Sep-05: $71
- Oct-05: $174
- Nov-05: $102
- Dec-05: $18
- Jan-06: $130
- Feb-06: $76
- Mar-06: $60

#### Debt Payment
- Jul-05: $114,900
- Aug-05: $1,399,808
- Sep-05: $80,201
- Oct-05: $40,605
- Nov-05: $32,609
- Dec-05: $1,890
- Jan-06: $1,890
- Feb-06: $1,890
- Mar-06: $1,890
- Apr-06: $1,890
- May-06: $1,890
- Jun-06: $1,890

#### Athletics Club
- Jul-05: $1
- Aug-05: $500
- Sep-05: $50
- Oct-05: $587
- Nov-05: $50
- Dec-05: $750
- Jan-06: $1
- Feb-06: $37
- Mar-06: $50
- Apr-06: $200
- May-06: $501
- Jun-06: $2,335

#### Application Fee
- Jul-05: $15,277
- Aug-05: $29,913
- Sep-05: $7,911
- Oct-05: $7,500
- Nov-05: $8,970
- Dec-05: $7,080
- Jan-06: $9,570
- Feb-06: $8,700
- Mar-06: $9,840
- Apr-06: $9,780
- May-06: $8,250
- Jun-06: $11,950

#### Alumni Gift
- Jul-05: $35
- Aug-05: $535
- Sep-05: $1
- Oct-05: $37
- Nov-05: $50
- Dec-05: $1,007
- Jan-06: $200
- Feb-06: $501
- Mar-06: $2,335
- Apr-06: $11,950
- May-06: $9,780
- Jun-06: $8,250
# Work Order Summary

Closed Between: 7/1/2005 to 6/30/2006

For: ARDEV

*Sorted By: Subject*

<table>
<thead>
<tr>
<th>Subject</th>
<th>Work Orders</th>
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<td>Bugs</td>
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<tr>
<td>Calendaring Conversion</td>
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<tr>
<td>Database Requests</td>
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<tr>
<td>Development</td>
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<td>Enhancements</td>
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<td>Miscellaneous</td>
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<td>Research</td>
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<tr>
<td>Training &amp; Consultation</td>
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**Total:** 230
# Work Order Summary

Closed Between: 7/1/2005 to 6/30/2006

For: SYSTEMS ENGINEERING

Sorted By: Subject

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<tr>
<td>Backups - Enterprise</td>
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<tr>
<td>Backups - Restore</td>
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<td>Banner</td>
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<td>Calendaring Conversion</td>
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<td>Database/SQL - Data Export/Import</td>
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