

**University of California, Merced**  
**Information Technology**  
**Annual Report on Service Delivery**  
**(FY 2007-2008)**

- **IT 2.0**
  - IT 2.0 Listening Tour
    - Extensive individual & group meetings (40+) to elicit customer feedback
    - Generated report & identified highest priority concerns (related projects included under appropriate sections below):
      - Email issues
      - Telephone provisioning
      - Cell phone billing
      - Help desk/problem resolution process
  - IT Retreat to establish strategic principles & vision
  - Creation of IT 2.0 web site
  - In-depth presentation of what IT does & how it is organized for Senior Leadership and Deans & Directors
  - Definition of general IT Advisory Committee (to convene in Fall 2008)
  - Data Governance: identified Resource Proprietors and Custodians; process to follow
  - Inauguration of “IT Sweeps”, proactive visits of desktop technicians and others in a rotating basis around campus
  - Help Desk & problem resolution
    - Restructuring of process/communications to better meet user needs
    - Realignment of responsibilities of technicians and managers that work on trouble tickets passed on by the Help Desk
    - Creation of web application allowing users to track tickets (ITWOW)
    - Streamlined/automated process for requesting software via the Portal
  - Communications
    - Inaugurated IT article in every issue of Panorama with news & tips
    - Inaugurated IT Tip of the Week (via Happenings)
    - Began using Happenings to communicate IT service information more frequently than practical with email to the entire campus
- **Plan and Bring Up Campus Site and Buildings**
  - Designed/Planned/Brought Online
    - Academic Trailers
    - Promenade Suites C-F
    - Dining Expansion
  - Brought online:
    - Mariposa Hall (Network, wireless, CATV)
    - Dining Expansion
  - Designed/Planned
    - Physical Planning Trailer (Pump House)
    - LSSF
  - Preliminary Design
    - Housing 3
    - Stem Cell Facility
    - Additional off-campus administrative sites
  - Continuing Design
    - SSMA
  - Library
    - Finished original AV program in Library
    - Installed AV in 5 administration conference rooms

- CATV infrastructure installed
    - Converted KL202 & 208 into instructional computer labs (AV, data, power)
    - Brought up IT/AV for KL201 training room
    - Completed video conferencing build-out in KL232
  - COB
    - CATV infrastructure built out
    - Rebuilt instructional computer lab with integrated tables
    - IT for new office clusters on 3<sup>rd</sup> floor
- **Build IT Infrastructure & Core Services**
  - Network and network services
    - Implemented major re-architecture of campus network to provide support for new applications and advanced network security facilities
    - Installed new DHCP appliances to improve reliability in assigning IP addresses
    - Installed new redundant LDAP server architecture for improved performance and reliability
  - Email
    - Converted to centralized SPAM filtering
    - Increased quotas to 1 GB
    - Initiated campus users' evaluation of potential new webmail clients
  - Access & Identity Management:
    - Emergency Contact Phone and Email fields added for all users
    - Departmental contact information added to IDM for use in [directory.ucmerced.edu](http://directory.ucmerced.edu)
    - Identity Management Architecture & Provisioning
      - Integrated the Operational Data Store (data provisioning)
      - Integrated COEUS (account provisioning)
      - Deployed Gym membership affiliate accounts (managed by Rec staff; provisioned to CatCard)
      - Added Alumni affiliation type
      - Added Affiliates to CatCard feed
      - Modified CatCard feed to distinguish graduate and undergraduate students from each other
    - Upgraded to IDM 7
    - Assisted both UC Davis and UC Berkeley in assessing Sun's IDM technologies
  - Printing
    - Implemented print charging for public printers to CatCard for individuals and departmental printing
    - Partnered with ASUCM to provide \$1.75/student/semester of free printing/copying
    - Added 3 additional locations
  - Security
    - Developed IT security web site
    - Reviewed security campus-wide for system-wide IS3 compliance report
    - Audited and documented security on all Windows servers
  - Server deployments:
    - 10 new Windows servers (for both IT & other departments; 87 total)
    - 5 new UNIX servers (91 total)
    - 2 new appliances (10 total)
  - Deployed new management facilities:
    - System Center Operations manager to monitor Windows servers
    - SolarWinds Orion for network management
    - HP LightsOut for remote management of HP servers
  - Central storage
    - Procured and deployed 7.5 TB of dedicated storage for the Writing Project

- Procured and deployed 20 TB (expandable to 225TB) next generation SAN technology Storage Array to support immediate departmental needs.
    - Began preliminary work on developing an enterprise storage model to support campus needs for the next 3-5 years.
  - Telecommunications
    - Worked with AT&T to complete the “right-sizing” of cell phone plans (following the transition from the shared minute pool) and to obtain refunds
    - Brought cell phone bill processing up to current (always 2 month delay due to vendor processing)
    - Began using vendors & additional administrative staff to better process telephone provisioning & changes
  - Digital signage
    - Additional locations:
      - Student First lobby
      - Rec/Wellness Center
    - Upgraded to software version including functionality requested by UC Merced, allowing us to decentralize control & programming
- **General User Support**
  - Completed 9932 work orders (9213 in FY06-07, 8% increase)
  - 27.5% handled immediately by Help Desk; another 22.5% within 3 days (excluding weekends)
  - Groups completing work orders by percentage:
    - 39% Desktop Support Service
    - 30% Help Desk
    - 19% IT Operations Center
    - 4% Identify Management Office
    - 4% Classroom and Media Support
    - 2% Instructional Computer Lab Support
    - 2% Web & Portal Applications
    - 1% Other
  - 3971 work orders handled by Desktop Support Services:
    - 2015 Software
    - 1015 Mobile Device Hardware
    - 585 Hardware
    - 267 Network (including port activation)
    - 58 Mobile Device Software
    - 31 Other
  - Performed 594 telephone moves, adds, and changes
  - Software Licensing
    - Handled 1832 Help Desk tickets (1093 in FY06-07, 67% increase)
    - Responded to 1628 emails related to software procurement and licensing (717 in FY06-07, 127% increase)
    - Managed licensing for 315 software titles (186 in FY06-07, 69% increase)
    - Of these, 89 required price negotiation (no UC or standard academic discount available)
    - Managed site/volume/academic purchase agreements with 57 software providers (28 in FY06-07, 104% increase)
    - Handled \$165K of software licensing, leveraging UCOP agreements, volume purchase levels, site licensing, etc., for an effective average discount of 45% (\$137K in savings)
    - Converted 5 software titles to site-licensing, resulting in an additional estimated cost savings of \$70K
  - DMCA (copyright violation handling)
    - Processing
      - Researched 138 cease and desist notices of which 87 were traceable
      - Handled 8 early settlement letters, none of which were traceable

- Developed formal DMCA notification procedures
    - Education
      - Created a web page highlighting and promoting the use of legal alternatives
  - Redesigned IT web site with extensive documentation updates
- **Web/Portal**
  - With the support of the Portal Advisory Group, upgraded the portal to Academus 2.1
  - Launched new portal channels:
    - Cell phone procurement
    - Campus communications
    - IT-WOW – Work Order Web, online work order information
    - Software request forms & process added to technology acquisition channel
  - Web sites & applications built primarily by IT:
    - Upgraded Orientation Registration Application allowing for students to maintain profiles and self-manage their changes
  - Content Management
    - With a campus-wide evaluation & review team, selected a new web content management system, Drupal
    - Deployed Drupal with 3 pilot sites:
      - CRTE
      - Peer Mentoring
      - SSHA
  - Faculty Content Management System
    - 15 sites in the faculty CMS (3 last year, 500% increase)
  - Web sites that were newly integrated and launched or significantly redesigned and upgraded:
    - Research.ucmerced.edu
    - Seniors.ucmerced.edu
    - Lrdp.ucmerced.edu
    - Hr.ucmerced.edu
    - Counseling.ucmerced.edu
    - Careerservices.ucmerced.edu
    - Studentsfirst.ucmerced.edu
    - History.ucmerced.edu
    - Anthropology.ucmerced.edu
    - Strategicplanning.ucmerced.edu
    - Chancellor.ucmerced.edu
    - Era.ucmerced.edu
    - Commencement.ucmerced.edu
    - Psychology.ucmerced.edu
    - Wcgrad.ucmerced.edu
    - Scsgrad.ucmerced.edu
    - Ssha.ucmerced.edu
    - Management.ucmerced.edu
    - Crte.ucmerced.edu
    - Summerbridge.ucmerced.edu
    - Summersession.ucmerced.edu
    - Disability.ucmerced.edu
    - Recycling.ucmerced.edu
    - Taps.ucmerced.edu
    - Communications.ucmerced.edu
    - Ess.ucmerced.edu
    - Admissions.ucmerced.edu
    - Academicpersonnel.ucmerced.edu
    - Smi.ucmerced.edu
    - Recycle.ucmerced.edu

- Alternacative-publications.ucmerced.edu
  - Family.ucmerced.edu
  - Spo.ucmerced.edu
  - Inauguration.ucmerced.edu
  - Physics-chemistry.ucmerced.edu
  - Senate.ucmerced.edu
- **Academic/Instructional and Related IT Support**
  - Computer labs
    - Rebuilt instructional lab in COB with furniture that integrates the computers, data, and power
    - Replaced 2 instructional labs in S&E with 2 new ones in Library, incorporating integrated furniture
    - Upgraded Bakersfield Center computer lab
    - Installed Insight classroom management software allowing more Faculty control over the instructional environment
    - Managed 7 labs at 3 locations:
      - 3297 class hours (1897 in FY06-07, 74% increase)
      - 68 courses (37 in FY06-07, 84% increase)
      - 81 software packages (45 in FY06-07, 80% increase)
  - Classrooms
    - New/Upgraded facilities
      - Built media carts in two newly assigned Kolligian Library classrooms
      - Created a mobile microphone cart with access to 8 wireless microphones to fulfill special event's needs
      - Researched and selected a new clicker Audience Response System to be used in campus classrooms and provided a vendor demonstration to interested Faculty
      - Assisted Student Disability Services with the support of a Real-Time Captioning service in 4 lecture halls
    - User Documentation and Training
      - Provided personal instructional technology orientation for every instructor during first week of each semester
      - Presented classroom technology overview at SSHA's new instructor orientation
      - Created documentation detailing the technologies available in the Lakireddy Auditorium to help set and clarify expectations for events scheduled in the room
      - Created quick user documentation for using document cameras
      - Created documentation for operation of AV systems for the Kolligian Library 3<sup>rd</sup> floor conference rooms
      - Created draft documentation for operation of AV systems in new computer classrooms and the Chancellor's conference room
    - Maintenance
      - Continued a nightly classroom technology maintenance schedule and added weekly specialized AV testing to ensure proper equipment functionality
      - Created a year-round maintenance schedule for AV equipment in the classrooms
      - Created a wireless microphone frequency map to document what was in use and to avoid possible frequency overlap
    - Supported numerous special instructional events (review sessions, CORE class events, rehearsals, Service Learning presentations...)
  - Videoconferencing (hours reported exclude planning and set-up time)
    - Supported 9 videoconference rooms at 5 locations and an additional 2 mobile videoconference systems on campus

- Academic (Undergrad, Grad, Research, Thesis) – 160+ hours
      - ME 142 Mechatronics
      - CSE 283 Advanced Topics in Intelligent Systems
      - Pro Seminar for First-Year PhD - 1397 - PSY 200 - 001
      - Telemedicine with Maria Pallavacini, UCSF, UCD and CENIC
      - UCDC/with Gregg Herken
      - National Science Foundation
      - PARCA with the University of Colorado
    - Administrative – 70+ hours
      - UCM Campus Sustainability with UCOP
      - CA Emerging Technology Fund
      - Connections: Brown Bag Communications Lunch
      - Admissions staff meetings
  - Capture and Streaming
    - Instruction – 60 hours
      - ES 291 Grad Group Seminar
      - WRI 117 Writing Program
      - NSED 23
      - NSED 63
    - Special Events – 52 hours
      - Student Events (PAWS, INTRO Recital, etc.)
      - Pellissier Speaker Series
      - FVP Protocol
      - Grand Piano Unveiling
  - Collaboration and Learning Environment (UCMCROPS)
    - Deployed Course Evaluation facility for Writing Program
    - Upgraded to Sakai 2.5
      - Test&Quizzes fixed
      - View rosters and pictures added
    - Course sites increased to 1451 (976 in FY06-07, 48.7% increase)
    - Project sites increased to 206 (139 in FY06-07, 48.2% increase)
  - Non-Instructional events supported (73 total):
    - Campus Conferences & Events
      - Convocation
      - GKI Exhibit – Gandhi, King and Ikeda: Legacy of Peace Builders Exhibit
      - 2007 UC Counselor Conference
      - Health Careers Day
      - Weird Chemistry Night
      - Chancellor Kang’s Inauguration
      - NACCS Conference
      - TSA Internship Forum
      - Oratorical Contest
      - Dinner with the Scientist
      - Bobcat Day
      - Leadership Program
      - UMOJA Conference
      - Science Olympiad
      - Service Learning Final Presentations
      - Commencement Reception
      - Solar Taxi visit
      - Summer & Spring Orientation Events
    - University Relations & Community Events

- Legacy Circle Dinners
  - Pellissier Family Reception
  - AT & T Event
  - Sigma Xi banquet
  - Rotary Club
  - Spendlove Prize Announcement
  - CWA Lecture
  - Board of Trustees Meetings (Merced Campus & Fresno Center)
  - Gallo Piano Unveiling
  - Assembly Committee
  - Pellissier Speaker Series
  - SJV Supervisors Conference
  - Long Range Development Planning Events
    - Environmental Community Permit Forum
    - US Army Corps of Engineers
    - Environmental Protection Agency
  - Administrative Meetings & Staff Training
    - Med School Faculty Meeting
    - New employee orientations
    - UC Travel Connexus training
    - Strategic Academic Planning – Faculty Forums
  - Student Life & Student Club Events
    - Dolores Huerta visit
    - Poetry Jam
    - Focus the Nation
    - Unity Fest
    - Dance off
    - LGBT Drag Show
    - Town Hall Meeting: Meet the Candidate Forum
    - ASUCM Presidential Debate
    - Japanese Film Series
    - Chamber Music Concert
    - Intro Dance
    - Martial Arts Club (AsianFest)
    - Korean American Coalition – KCN
    - Korean American Coalition – Dinner presentation
    - Pilipino American Alliance - Barrio Fiesta
    - PAWS II
    - Studio 1 Recital
    - Dance Coalition
    - Movie Night - 21
- **Student recruitment, orientation, and support**
  - Orientation (9 sessions)
    - Updated documents on What Computer to Buy/Bring & Student Computing Resources.
    - Created a Spanish translation of the What Computer to Buy/Bring document
    - Gave presentations to undergraduate students and Q&A for parents
    - Created new presentation for Parents
    - Gave new presentation for Spanish speaking parents
    - Gave new presentation for Graduate students
    - Provided IT/AV and Computer Lab support for orientation events in three different campus locations
  - Orientation Registration online system

- Handled 7 orientation sessions
    - 1084 students self-registered
    - Reduced Orientation staff workload
  - Bobcat Day
    - Created and staffed IT booth
    - Created new Mac/PC Keyboard Shortcut cards for handouts
    - Provided IT/AV support for presentation events
  - Move-in Day
    - IT booth for laptop wireless configuration & other residence networking issues
    - Coordination with AT&T for student phones
  - Download I.T. - Student Computing Support Clinic (3 sessions, ~50 students)
    - Created informational presentation to assist students with navigating campus computing resources
    - Offered hands-on assistance with installing campus supported applications, and configuring connections to network resources
  - Student Elections
    - Assisted Student Affairs in holding elections via CROPS
  - Student Events
    - Supported AV for 20+ events (see above)
- **Schools, Research, and Centers**
  - Engineering
    - Modified PAWS to send data to Wobble
    - Developed process for Service Learning hostnames
    - POSIX account provisioning
    - Assisted with enabling Active Directory authentication for instructional labs
    - Provided license management via license server for ARcGIS, Matlab, Ansys, Pro-e, ...
  - Natural Sciences
    - Modified Single Sign On to support local application development efforts
    - Developed Sign up process for SMI allowing teachers to sign up for their program
    - Supported Math program and implemented LDAP for Gateway project
    - Assisted in linking applications to LDAP
    - Assisted in getting LDAP working for ssh logins
    - Assisted with enabling Active Directory authentication for file server
    - ESS.ucmerced.edu web site configured and launched
    - SMI website configured and launched
    - Physics-Chemistry Web site configured and launched
    - Consulting and support for Telemedicine Project
  - Social Sciences, Humanities, and the Arts
    - Created site for SCS Graduate Group
    - Created site for WC Graduate Group
    - Troubleshoot Alternacative-Publications for Martin-Rodriguez
    - Psychology.ucmerced.edu configured and launched
    - Atomic-tragedy configured and hosted for Sean Malloy
    - Anthropology.ucmerced.edu configured and launched
    - History.ucmerced.edu configured and launched
    - SSHA website configured and launched
    - Management website configured and launched
  - Office of Research
    - Assisted Office of Research in procuring UCI Office of Research web content
  - Sponsored Project Office
    - Installed COEUS 4.0
    - Upgraded to COEUS 4.3
    - Added Unit Hierarchy
    - Added users and base roles

- IRIS configured to work at UC Merced and integrated into the portal
  - Writing Project
    - Installed server and storage
    - Deployed Course Evaluation facility in CROPS
    - Supported ePortfolio pilot (OSP)
- **Administrative/Departmental IT**
  - Student Information System
    - Fulfilled approximately 650 user service requests (554 in FY07-08, 17% increase)
      - Admissions
        - Implemented issue tracking system for Undergraduate Admissions
        - Enhanced Online Statement of Legal Residence web application
        - Enhanced ODS to include graduate admissions data to support interface to Engineering's GDAS system
        - Implemented Fall 2008 undergraduate admissions application load enhancements
        - Redeveloped UCOP graduate admissions file process
        - Collaborated with IPA on SIR yes survey
        - Enhanced SIR no survey
        - Streamlined admissions decision processing to all mass decision entry
      - Financial Aid
        - Completed standard annual Financial Aid regulatory upgrades
      - International
        - Initiated fsaATLAS implementation in collaboration with ISSO office
      - Registrar
        - Developed UCOP Degrees Conferred file process
        - Enhanced UCOP Registrants file process
        - Integrated online registration website with bookstore website, facilitating online textbook purchase
        - Initiated DARS implementation in collaboration with Registrar
        - Developed a method to post student orientation charges in real time
      - Student Accounting & Billing
        - Enhanced Accounts Payable and General Ledger interface
        - Automated health insurance information transfer to Wells Fargo (was manual)
        - Implemented non-student payments through Banner
        - Implemented Parent PLUS loan refund enhancement, making refunds more secure
      - Cross-functional
        - Created Banner Guide on IT website
        - Licensed and installed in portal Banner Computer-based Training for functional users
        - Implemented streamlined SIS user account request process
        - Implemented SIS wiki to support collaboration
        - Implemented user-managed job scheduling/chaining/monitoring system
        - Implemented formal SIS data change control process

- Implemented Banner/Oracle Fine Grained Access Control to enable more granular access controls within Banner environment
- Business Intelligence
  - Operation Data Store
    - Completed ODS production implementation
    - Implemented custom data interfaces for the School of Engineering's Graduate Admissions application review system
  - Data Warehouse
    - Collaborated with IPA in evaluation and selection of Business Intelligence platform (Cognos)
    - Installed and deployed development Cognos environment
    - Initiated planning for the first Data Mart, which will contain census-based admissions and enrollment data
- BFS
  - Deployed 5 new servers
  - Relocated development servers from Castle to Telecom
  - Assisted with data migration to storage area network
- Bookstore
  - Upgraded system to process credit cards via the network
  - Worked with vendor to deploy sales of electronic texts
- CatCard
  - Upgraded CSGold to version 5.0.17
  - Improved/enabled interfaces for printing support
  - Added Affiliates to provisioning
- Modified feed to distinguish graduate students and undergraduate students
- Career Services
  - Integrated CatLink with Single Sign On
  - Updated their user listing with current students
- Chancellor's Office
  - Developed a form on web site for requesting the chancellor's attendance at events and another one for requesting meetings
- Communications
  - Setup stats for [www.ucmerced.edu](http://www.ucmerced.edu) and [admissions.ucmerced.edu](http://admissions.ucmerced.edu)
  - Launched [images.ucmerced.edu](http://images.ucmerced.edu) using web server to provide front end image retrieval from Canto Cumulus
  - Developed and refined Happenings announcements portal channel
  - Developed content management system allowing Communications to manage imagescapes, features, and spotlights on the campus web site
  - Implemented rotating graphics for audience pages
  - Developed proposal for Emergency Web Provisioning
  - Provided hosting for the Summer Session Newsletter
- Enrollment Management
  - Created anti-melt web application allowing the targeting of students who had not checked portal or email within given date ranges
- Facilities
  - Modified FM Help system to require FAU's for work orders that are funded by the units
  - Worked with Facilities link to incorporate user and department info into application
  - Deployed new database server for energy management system
- Health Services
  - Reconfigured computers and access mechanisms to simplify access while maintaining security and controlled access
  - Set up server for student self-service scheduling for Point and Click
- Housing

- StarRez Housing portal installed and integrated with LDAP
- Human Resources
  - PAWS Phase III with EEO support deployed in production
  - PAWS 3.1 updated
- Institutional Planning & Analysis
  - Configured UCB Financial Aid Estimator (service for students)
  - Upgraded SnapSurvey software to current version
- Library
  - Configured and launched DeepWeb Pilot
- Police/Dispatch
  - Developed portal channel to capture Emergency Contact information
  - Supported implementation of Blue Light Talk-a-Phone pilot
  - Created operational/support documentation and diagrams of equipment and servers
  - Prepared for Computer Aided Dispatch system installation:
    - Designed new highly secure subnet, entailing significant interaction with the DOJ
    - Researched vendors & options
    - Installed & configured redundant servers
    - Prepared software (RIMS) & database server
  - Implemented alarm monitoring on dispatch workstations (CBord)
  - Security cameras & monitoring system
    - Trained & certified staff for Pelco (cameras & controllers) support
    - Audited & documented Pelco deployment across campus
    - Brought all Pelco software to current levels
    - Proposed network changes to provide better quality images and support continued expansion of camera base
    - Implemented weekly back-ups of Pelco System Manager
- Registrar
  - Modified CROPS to give Registrar access to courses
- Student's First Center
  - Developed survey on portal for students to identify their favorite things in Merced in support of student recruitment
- University Advancement
  - Developed application allowing generation of list of current faculty and staff in support of Chancellor events
  - Developed a custom site for Shannon Blackwood for Board of Trustee members to use Single Sign On