

# INFORMATION TECHNOLOGY SERVICES

## *2009-10 Annual Report*

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## Information Technology Services

### 2009-10 Annual Report

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#### **Personnel**

ONECARD COORDINATOR AND COMMUNICATIONS TECHNICIAN – Paul Snyder joined the IT Services staff in July 2009 as the OneCard Coordinator and Communications Technician.

RETIREMENT OF DIRECTOR OF SPECIAL SERVICES – In October 2009, Walt Smith retired as Director of Special Services *Emeritus* after 47 years of service to the College in various administrative posts.

WEB/DATABASE PROGRAMMER – In December 2009, we received approval for the new position of web/database programmer in the Information Management Services group. Josh Young was hired for the position in February 2010.

RETIREMENT OF SENIOR WEB PROGRAMMER – In February 2010, Stan Furmanak retired from his position as Senior Web Programmer. Stan, who worked in the Library for 18 of his nearly 20 years of service to the College, retired with the title of Systems and Reference Librarian *Emeritus*.

HIRING OF NEW WEB PROGRAMMER – In May 2010, we received approval to fill the Web Programmer position (left vacant by the retirement of Stan Furmanak).

CURRENT STAFFING – As of June 2010 there were fifteen positions (including one open position) in ITS. An organization chart for 2009-10 and a breakdown of the positions in ITS can be found in Appendix A. Note: ITS also employs about two dozen students.

#### **Professional Development and Community Service Activities**

During 2009-10, ITS staff members were involved in the following professional development and community service activities.

- Attended Datatel Users Group meetings
- Presented at Datatel Users Group national meeting
- Attended Raiser's Edge Users Group regional meeting
- Attended Educause national conference
- Attended Educause Learning Initiative conference
- Attended PACOMP meeting
- Attended JCA Answers Data Warehouse training
- Attended Datatel SQL training
- Attended Datatel Debugging Fundamentals training in the new Colleague Studio Development environment
- Attended Crystal Reports training
- Attended Raiser's Edge training
- Presented at Palmyra Middle School Career Day
- Presented at New Faculty Orientation
- Presented at New Employee Orientation
- Participated in Adjunct Faculty Orientation
- Participated in Senior Send-Off
- Participated in LVC Live
- Presented during Peer Mentor Training
- Participated in LVC mock interview program
- Completed Leadership Lebanon Valley Program
- Provided technical support to Anville Police Department on network and computer upgrades
- Provided network assistance to the Lebanon Hispanic Center
- Participated in Harassment Training
- Participated in Diversity Training
- Participated in Emergency Plan Working Group
- Presented at New Student Advising Days
- Presented at New Trustee Orientation
- Co-chair of Retention Subcommittee
- Co-chair of Middle States Working Group
- Member of Middle States Working Group
- Participated in Middle States Self-Study
- Led Web Redesign Working Group
- Member of CIT&S
- Member of Web Committee
- Member of Web/Portal Team
- Member Web Redesign Overview Group
- Member of Web Content and Marketing Team
- Member of Retention Committee
- Member of eight search committees
- Assisted Health Services with H1N1 flu shot database
- Served in Noon Meal Program at the Lebanon Rescue Mission

### ***Facilities-Related Projects***

DIGICOMM STUDIO AND DIGICOMM USABILITY TESTING LAB – Provided technical assistance and support in the creation of the DigiComm Studio (Lynch 170) and the DigiComm Usability Lab (Lynch 12).

STANSON HALL – Completed installation of wiring, network equipment, emergency equipment and door access for Stanson Hall, a new residence hall that opened in August 2009.

OTHER – Provided technical assistance and support (communications wiring, network equipment, computer-related equipment installation, and/or door access) for numerous other projects throughout the year including:

- Major renovations to Vickroy Hall
- Renovations to space in the lower level of Humanities for Disability Services
- Interior improvements for Counseling Services in Shroyer
- Interior improvements for Student Affairs in Wagner House
- Creation of trades shops in the Rohland Barn
- Creation of new office / revised office layout in Carnegie
- Replacement of four emergency poles on the walkway between Heilman/Arnold and the Gold Lot
- Addition of six security cameras covering student parking lots on both sides of the stadium

### ***Academic Computing***

DIGITAL COMMUNICATIONS (DIGICOMM) – In May 2010, IT Services assisted the DigiComm program and Business Office with the sale of laptop computers coming off lease to students in the classes of 2010 and 2012 for \$200. This brings to a close the program in which the College leased laptops on a two-year basis and purchased software for use by DigiComm students. In return, the students paid the College a fee of about \$500. Going forward, all DigiComm students are expected to furnish their own laptop and purchase the software needed for the DigiComm major.

COMPUTER-EQUIPPED CLASSROOMS – Upgraded the computers in the BI Lab (25), Lynch 188 Computer Science Classroom (17) and Molecular Modeling Lab (10).

TECHNOLOGY-ENHANCED CLASSROOMS – The number of technology-enhanced classrooms (30 of 42 or 71 percent) and labs (16 of 37 or 43 percent) remained constant in 2009-10. The slight drop in the percentage for 2009-10 in Appendix B (even though the numbers remained constant) is the result of a change in reporting--the 2009-10 figure includes only classrooms (and not labs).

### ***Desktop/Laptop Computing***

DESKTOP / LAPTOP COMPUTER STANDARDS – Moved from Windows Vista Ultimate to Windows 7 Enterprise as the standard operating system for PCs; continued to install MacOS X as the standard for Macintosh. (See Appendix C for a breakdown of college-owned computers by type and function.) At the end of the 2009-10 academic year, the following were campus standards for Windows and Macintosh computers:

PC DESKTOP – Optiplex 760 USFF; Core 2 Duo E8400/3.0GHz; 19"-wide UltraSharp all-in-one monitor; 4.0GB DDR3 SDRAM; integrated video; 160GB SATA; USB 2 Button optical mouse w/Scroll; 8X DVD+/-RW; Roxio Creator; 4-year parts and labor, NBD, onsite warranty.

PC NOTEBOOK (STAFF) – Two options continued to be offered because the price difference between 15-inch laptop and the 14-inch laptop was less than \$100.

15.6-inch Laptop – Dell Latitude E6510; Intel Core i7-620M 2.66GHz; 4.0GB DDR3 SDRAM; 15.6" HD (1366 x 768) Anti-Glare LED; 512MB NVIDIA NVS 3100M graphics; 250GB 7200rpm hard disk drive;

touchpad; 90W AC Adapt; Webcam and Noise Cancelling Digital Array Mic; 8X DVD+/-RW; Intel 5100 WLAN (802.11a/g/n); 375 Bluetooth; Bluetooth mouse; 9-Cell/90 WHr Battery; 4-year parts and labor, NBD, onsite warranty.

14.1-inch Laptop – Dell Latitude E6410; Intel Dual Core vPro i5-540M, 2.53GHz; 4.0GB DDR3; 14.1 WXGA+ LED; Integrated VGA webcam with single digital mic; 512MB NVIDIA NVS 3100M with ExpressCard; 250GB 7200rpm hard disk drive; touchpad; 90W AC Adapt; 8X DVD+/-RW; Intel WiFi 6200 (802.11a/g/n); 375 Bluetooth; Bluetooth mouse; 9-Cell/90 WHr Battery; 4-year parts and labor, NBD, onsite warranty.

PC NOTEBOOK (RECOMMENDED FOR DIGITAL COMMUNICATIONS STUDENTS) – Dell Latitude E6510; Intel Core i7-620M 2.66GHz; 4.0GB DDR3 SDRAM; 15.6" HD (1366 x 768) Anti-Glare LED; 512MB NVIDIA NVS 3100M graphics; 250GB 7200rpm hard disk drive; touchpad; 90W AC Adapt; Webcam and Noise Cancelling Digital Array Mic; 8X DVD+/-RW; Intel 5100 WLAN (802.11a/g/n); 375 Bluetooth; Bluetooth mouse; 9-Cell/90 WHr Battery; 4-year parts and labor, NBD, onsite warranty.

MACINTOSH DESKTOP – iMac, 21.5-inch; 3.06GHz Intel Core 2 Duo; 500GB hard disk drive; 4GB 1066MHz DDR3 SDRAM ; double-layer SuperDrive; NVIDIA GeForce 9400M; Keyboard; Magic Mouse; 3-year return to depot warranty.

MACINTOSH NOTEBOOK – Two options were offered.

13-inch Notebook – MacBook Pro 13", 2.66GHz Intel Core 2 Duo; 13" glossy widescreen display; 320GB Serial ATA Drive, 5400 rpm; Mini DisplayPort to VGA adapter; 4GB 1066MHz DDR3 SDRAM; SuperDrive 8X (DVD±RDL/DVD±RW/CD-RW); 9-cell battery; 3-year return to depot warranty.

15-inch Notebook – MacBook Pro 15", 2.4GHz Intel Core i5; 15" glossy widescreen display; 320GB Serial ATA Drive, 5400 rpm; Mini DisplayPort to VGA adapter; 4GB 1066MHz DDR3 SDRAM; SuperDrive 8X (DVD±RDL/DVD±RW/CD-RW); 9-cell battery; 3-year return to depot warranty.

PRINTERS – The College replaced only a few printers this year as we considered printer usage in addition to age for determining replacement. Business Services and IT Services worked together to develop a Request for Proposals on multifunction (printing/scanning/copying and faxing) devices. The proposals have been received and are currently under review. A move to multifunction devices should advance our sustainability efforts by reducing the total number of printing, copying and faxing devices on campus.

PRINT SERVER – In conjunction with Technical Services, replaced the College's print server and moved all users to the new print server.

APPLICATION SOFTWARE STANDARDS – The College's standard suites of applications currently are Microsoft Office 2010 Professional for Windows and Microsoft Office 2008 for Macs. The College's standard web browsers are Microsoft Internet Explorer for Windows and Apple Safari for Macintosh. Other supported software includes Entourage for Macintosh and Microsoft Outlook Express, Publisher, Visio, and TeraTerm Pro for Windows.

VIRUS/MALWARE PROTECTION – Continued to use Microsoft's Forefront Client Security product for personal computers.

PERSONAL COMPUTER DATA SECURITY – Continued to use Microsoft's BitLocker full-drive encryption tool for protecting data stored on hard drives. BitLocker encryption is enabled on the hard drives of all new computers. For additional security on laptop computers that potentially could store confidential or private data, a PIN (password) is required during startup prior to accessing the data on the hard drive. Testing of secure, personal computer data backup is ongoing and we also are testing the use of BitLocker to Go for encrypting external hard disk drives.

COMPUTER WORKSHOPS – Completed 12 mini-computer workshops in which 53 employees participated. Topics included: intermediate and advanced sessions in Excel, Word and PowerPoint and a general session on computer tips and hints. Conducted several sessions on Blackboard 9 after

the software was upgraded in the summer of 2009. Also conducted an introduction to / preview of Office 2010 and Windows 7.

NCOMPUTING PROJECT – Implemented nComputing's "virtual desktop" solution in the library for 16 public catalogs and Disabilities Services for seven testing systems. This resulted in a net reduction of 12 CPUs while at the same time providing six additional testing stations for Disabilities Services.

HELP DESK – Implemented two help desk improvements: 1) a revised call-handling workflow for the help desk operators and, 2) a short satisfaction survey administered periodically to a small number of randomly-chosen users who called the Help Desk for assistance. For 2009-10, over 4,000 calls were logged in the call database. Sixty-one people completed the satisfaction survey (a 30% response rate) with an average satisfaction rating of 6.1 on a 7-point scale (1 low; 7 high).

WEBEX CONFERENCING SUPPORT – Developed documentation for the use of WebEx by a web conference "host" and ramped up to provide technical support if needed.

MICROSOFT SYSTEM CENTER CONFIGURATION MANAGER (SCCM) – Shared our experience using the Microsoft Deployment Toolkit and imaging with King's College and Shippensburg University. Tested and implemented the operating system and software deployment features of SCCM to distribute software and upgrade operating systems remotely.

### ***Information Management Services***

GO LIVE ON RAISER'S EDGE – This project was the major focus for the entire year. Along with the normal work accompanying a major conversion such as this, we also have been working hard to reproduce custom reporting that had developed over 18 years of Benefactor use. This is the first time that LVC has ever migrated away from a major software package that has been in use for so many years and that had so many custom reports developed for it.

FACULTY LOAD TRACKING REPORT – Created a new faculty load tracking report for the Dean, including tracking release time for various non-instructional functions.

REGISTRAR'S OFFICE – Worked with the Registrar's office to improve Degree Audit functionality, using rule changes.

DATA ORCHESTRATOR CHANGES – The use of Colleague data through Data Orchestrator continues to expand, requiring additions and changes to the data exports. The new Faculty Work Load Report as well as a number of reports for General Ledger and Purchasing use data provided through Data Orchestrator.

ADMISSION – Assisted the Admission Office by taking part in this critically important project to load Royall Admission Applications data into Colleague. This involved negotiating the file format with Royall and extensive testing of many iterations of the load file from Royall.

RACE AND ETHNICITY MAPPING – Due to the new rules for race and ethnicity reporting we have mapped the existing older data to the new fields in Colleague where possible. This will allow Colleague users to transition into the new reporting requirements without losing our old data.

CHANGES TO FULL-TIME STUDENT WEB REGISTRATION – Made major changes to full-time student registration that also required major modifications in the custom advising support process that we have developed. The first set of changes, implemented in spring 2010, improved the student registration process that takes place near the end of one semester for the following semester. The second set of changes improves the add/drop process that takes place at the beginning of a semester and will be implemented in August 2010.

MBA WEB REGISTRATION – Redesigned our registration processes to encompass graduate (MBA) registration. The MBA population has a completely different set of registration rules and requirements

than the full-time undergraduate population, and Colleague web registration is not written to account for multiple populations. The challenge was to make MBA web registration work without negatively impacting full-time undergraduate registration.

**FINANCIAL AID DIRECT LENDING** – In addition to the usual work involved with a new Financial Aid year, we implemented modifications needed to support direct lending.

**MEAL PLAN CHANGES** – Worked on the implementation planning for the new meal plans and the Flex Dollars associated with them for the 2010-11 academic year.

**PHYSICAL THERAPY** – Prepared an analysis spreadsheet for Physical Therapy in support of their CAPTE re-certification process.

### **Technical Services**

**SERVERS** – Replaced the following servers: DCOM, Blackboard, Print, AccessLVC (student web services), Portal and Library. Completed major upgrade to version 9.0.44 for Blackboard LMS.

**NETWORK** – Replaced connections to the following buildings with gigabit links: Funkhouser East and West, Vickroy, Silver, Marquette, Dellinger, and the New Student Center. Upgraded main Residential fiber to 10GB single-mode fiber. Upgraded gigabit switches with newer HP models in Lynch Computer Lab, Heilman and Arnold. Upgraded Internet connection from 50 megabit to 100 megabit service.

**WIRELESS NETWORK** – Expanded wireless service to: Facilities Shops, Athletic Fields and Lynch Basement.

**TELECOMMUNICATIONS** – Assisted with major upgrade to the grounding system and enhanced lightning protection for the PBX and emergency phones across campus. Completed the installation of a new MRTI telecommunications device for LVC's radio system. Assisted with the purchase and installation of six new video surveillance cameras for parking lots on campus. Completed over twenty wiring projects including those listed in the section on "Facilities-Related Projects" above.

**WEB / PORTAL (MYLVC)** – Continued to build new blogging sites, including the addition of over fifty new blogs. Completed and launched a new website in August 2009; it played to highly favorable reviews. Completed several major new verification forms to meet the new standards on Race and Ethnicity reporting. Assisted with bringing new streaming media and web content to the LVC website, including the Mandala project and Faculty Work.

**ONECARD SYSTEM** – Upgraded the Photo ID and Encoding system. Installed additional proximity door readers on Vickroy, Mary Green and Stanson residence halls. All of the large residence halls already have proximity readers on the main entrance doors. Provided research and other assistance as the implementation of Flex Dollars on the OneCard system was considered.

**OTHER** – Completed a successful external network vulnerability audit. Donated or recycled 11 servers and over 250 pounds of copper wiring.

### **Other**

**SUSTAINABILITY EFFORTS** – Continued to purchase Energy Star compliant computers and servers. Also implemented energy saving power settings in Windows 7 operating system. Purchased "green" computer carrying cases and print monitoring software (PaperCut) in an effort to identify heavy users of our printing services.

### Information Technology Services 2009-10 Organization Chart





