Campus-wide Technology Initiatives

**ITS implementing three major projects in 2010-11**

Changes abound for campus technology users in 2010-11. As the University implements a new campus-wide telephone system, enterprise-computing environment, and email/calendaring system, ITS aims to provide solutions that improve services, reduce costs, and better protect University assets.

**Voice-over-Internet-Protocol** - ITS will complete the campus’ conversion to a new telephony system this month. Since last September, ITS has converted 1865 analog lines, 1079 IP phones, and 6 call centers to a Voice-over-Internet-Protocol (VoIP) system. The Cisco VoIP system provides voice services over UNCG’s data network. The new system replaces the existing Centrex model for voice services and more effectively leverages the University’s multi-year investments in network, fiber, data center, and telecommunications closet infrastructure.

**iSpartan email migration** - The voluntary opt-in period to migrate faculty and staff email accounts from Lotus Notes to iSpartan has been extended until October 2010, when ITS will begin migrating remaining accounts. (iSpartan is UNCG’s implementation of Google Apps for Education.)

ITS is using a migration tool that will move your Lotus Notes email, calendar, contact information, and archived email to iSpartan.

The decision, in September 2009, to outsource faculty and staff email is part of a multi-year cost control and service enhancement plan, beginning with the implementation of iSpartan email for students in August 2008. During the past 6 months, ITS has been working to prepare the service and a few early adopters have moved their email accounts to iSpartan through an opt-in program. ITS continues to work with early adopters to test the migration process in advance of campus-wide migrations. For specific details about the faculty/staff migration process, visit [http://its.uncg.edu/iSpartan/Migration/](http://its.uncg.edu/iSpartan/Migration/). The campus-wide email migration is scheduled to be completed in Summer 2011.

**Active Directory/General Computing Network/Windows 7** - This summer, ITS will intensify efforts to transition campus workstations to the Microsoft Active Directory (AD)/General Computing Network (GCN) environment.

UNCG is replacing the Novell infrastructure with Active Directory in a newly-designed computing environment. Enterprise services provided in the Novell environment, such as network file space, printing, and application delivery, will be moved to the AD environment on the GCN. The AD/GCN offers benefits such as centrally-managed policies that provide security patches and updates, centrally-managed malware protection, and centrally-managed workstation access to protect the local workstation.

During the past 5 months, ITS has worked with departmental technical staff interested in migrating to the AD/GCN environment and to the Windows 7 operating system concurrently. ITS has redirected resources to develop a Windows 7 software load (image) that will work successfully in AD. Current plans are to complete the campus-wide transition to AD/GCN by mid-2011. For more information about the Active Directory project, go to [http://its.uncg.edu/Projects/AD/](http://its.uncg.edu/Projects/AD/).

UNCG and NC A&T Build High Speed Fiber Optic Network Ring Across Greensboro

A couple of years ago, UNCG and NC A&T began a partnership to expand both campuses’ fiber optic network infrastructure by building a high speed fiber optic network ring across Greensboro. This project (on schedule to be completed this month) will bring important and long-term benefits to both Universities.

This fiber optic network infrastructure provides redundant connectivity to UNCG and NC A&T, to the Gateway University Research Park at South Campus, and to both campuses’ Internet Service Provider (MCNC), at 1 Gb speeds. The design of the infrastructure will allow an increase in speed up to 10 Gb and expansion up to triple the current capacity. Benefits of this project include:

- Redundant connectivity to the North Carolina Research and Education Network (NCREN) and the Internet for both Universities
- Computing resources to researchers in the Joint School of Nanoscience and Nanoengineering (housed at Gateway University Research Park) that will enable them to compete for national awards and conduct cutting-edge research activities
- An ability to expand the geographic borders of UNCG and NC A&T by extending the level of network services and connectivity to remote locations
- Ownership of a important asset that both Universities can leverage to develop collaborative partnership opportunities
Administrative Systems Committee and Divisions Prioritize Projects

The Administrative Systems Committee (ASC) has representatives from each of the University's divisions that determines the priority of information technology projects that are administrative system initiatives. The ASC determines which projects to sponsor as a group on behalf of the University, and each delegate also brings a prioritized list of projects for his or her division.

Over the past year, ITS has been working to improve reporting to the ASC so that the delegates can make informed decisions about timing and the availability of possibly over-committed ITS personnel while determining which projects to sponsor.

Campus Technology Updates & Training

Online Survey Tool

ITS is working with the Research Advisory Council (RAC) to select an enterprise-wide solution for creating and managing online surveys. Overall goals for this undertaking are to offer more robust functionality than is available in free survey software, and to increase the security of data harvested from surveys as well as the surveys themselves.

Around 30 products were under consideration at the beginning of the search for a survey tool. The project team participated in a series of requirements-gathering sessions with faculty and staff to refine specific requirements for potential solutions. In March, the list of potential solutions was narrowed to three candidates, and each of the three vendors presented a demo of their software. The RAC is scheduled to decide on the final product in May.

Web Publishing Training

ITS offers Web publishing training opportunities to students, faculty, and staff. This spring/summer, ITS will offer workshops on “Using Dreamweaver to Maintain a Unit Website at UNCG” and “Creating a Web Site with Google Sites.” To register for these workshops, go to https://freyr.uncg.edu/workshops/ and select the Web Publishing link.

New Online IT Training

UNCG has recently purchased training from OnLine EDUcation (OLEDU). OLEDU offers online courses in categories such as End User Desktop Computing, General Technical, Microsoft Technical-MCSE, and Technical Web Development training. To view a complete list of training modules and to request a training account, go to the OLEDU Training Account Request Form located on the UNCG Forms tab in 6-TECH Online (https://6-tech.uncg.edu/). The number of training accounts are limited; therefore, an account will be checked out to a person for a specific amount of time.

Deadline: Computer Lab Software Requests

The deadline to submit requests for the Fall 2010 ITS PC or Mac computer lab software load (image) is May 3. Go to http://its.uncg.edu/Software/Campus_Access/ to view the guidelines for submitting your software installation request. Prior to submitting your request, confirm that any “click-wraps” related to your request have been approved by the Office of University Counsel (http://www.uncg.edu/ucn/clickwraps/). In addition, be sure to select software versions that are compatible with Windows 7.

Information Security: Identity Finder Software

In the first two months of this year, over 50 cases of workstation compromise were brought to the attention of ITS. Of these incidents, about 30% of the systems were found to contain data subject to the NC Identity Theft Protection Act or other data classified as Restricted.

This illustrates two problems faced by UNCG: first, University workstations are being polluted at a high rate. Second, and with greater potential consequences, an unacceptable amount of sensitive data still exists on vulnerable computer systems.

The executive leadership of the University has prioritized addressing this sensitive data problem. ITS has purchased a site license for Identity Finder (http://www.identityfinder.com/) and will be providing this product as an enterprise software solution to all faculty and staff in the next few months.

It is expected the deployment will follow the model successfully utilized in other institutions. The Identity Finder client program will be installed on all University systems used as client workstations, much in the way antivirus software is pervasively installed today. There will be a large initial effort to scan all University workstations for restricted data and to review the results. Staff in each area will work with ITS to interpret and act on the generated reports. The goal of this initial push would be to eliminate restricted data from workstations.

Once an area has been successfully purged of unneeded restricted data, and needed restricted data resources are appropriately protected, Identity Finder will be used to perform periodic scans to ensure such data does not reappear on workstations.

Identity Finder will not address the broader problem of workstation compromises, but once properly deployed it can provide a centralized, auditable method of determining that newly compromised workstations are free of sensitive data and reduce the University's risk of data loss.

— ITS Information Security Office