

# *A Summary of Information Technology Aspirations and Productivity*

University of Baltimore  
2006

## **Introduction and Background**

The Office of Technology Services (OTS) provides core campus-wide technology capabilities, including the PeopleSoft Enterprise Resource Planning (ERP) applications, e-mail, general-purpose computing labs, the network infrastructure, file and print servers, the telephone system, audiovisual support for campus events and smart classrooms, technical desktop assistance, and call center services.

The University's strategic planning effort, which resulted in the adoption of Positioning for the Future: Creating a Shared Vision, the University of Baltimore Strategic Plan 2004-2007, provides the foundation for the planning efforts of the schools, the centers, and the supporting administrative departments, and defines UB's Strategic Planning Goals.

## **Aspirations**

The Information Technology Master Plan (ITMP) seeks to place technology planning in the context of these parallel efforts, including an OTS action plan for FY2006. The Campus Community should be able to use the ITMP as a resource for available enabling technology services, for their own planning, and as a functional measurement tool of the OTS's productivity and outcomes.

The University of Baltimore goals are:<sup>1</sup>

1. develop a strategic academic plan to evaluate and improve extant programs and to plan new program development
2. create a strategic enrollment management plan, including a targeted market strategy
3. develop a financial plan tied to strategic planning objectives
4. create a culture of assessment and evidence-based decision-making across all units of the University
5. create a culture of professional growth and development for all members of the University community
6. value diversity and foster a climate of access, support and community, with emphasis on effective and transparent communications.

The University System of Maryland Board of Regents Minimum Standards for Information Technology requires:

- Current generation technology
- Modern systems
- Uniformity
- Formal training
- Training resources and documentation
- Human resource commitment to technology
- Web presence currency, dependability, and usefulness

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<sup>1</sup> *Positioning for the Future: Creating a Shared Vision, University of Baltimore Strategic Plan 2004-2007*

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## **Productivity**

The OTS goals and tactical plan support the University of Baltimore goals for its Mission and Vision, as well as the University System of Maryland's published Board of Regents Minimum Standards for Information Technology

The Office of Technology Services Categories of Services<sup>2</sup> is organized into the following:

1. Network and Enterprise Services
2. Information Systems
3. General End User Services
4. Learning and Teaching
5. Research Support Services
6. Library Services
7. Security
8. Staffing
9. Policies and Procedures
10. Organization and Planning

The OTS goals (paraphrased) are (in the order of the services listed above) :

1. Maintain and expand campus network
2. Deliver streamlined enterprise information solutions (e.g. PeopleSoft)
3. Provide self-sufficient user technology tools
4. Deliver universal / ubiquitous access to technology based learning resources
5. Provide customer unique technology capabilities to enhance administrative efficiency
6. Outreach and collaboration to campus schools and programs
7. Develop, implement, and enforce security policies
8. Enhance technical staff
9. Develop, introduce, implement, and enforce technology related policies
10. Provide leadership, management, and accountability on strategic technology resources and services

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<sup>2</sup> Detailed description of these services, including the FY2006 tactical plan of activities, is found in the University of Baltimore Information Technology Master Plan, December 19, 2005

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The table below captures the integration of the above listed OTS Categories of Service / Goals and the UB Goals.

<b>OTS Service Area</b>	<b>OTS Goal</b>	<b>UB Goal(s)</b>
Network Services (NWS)	NWS Goal 1	Goal 1, Goal 5
	NWS Goal 2	Goal 2, Goal 5
Information Services (IS)	IS Goal 1	Goal 4, Goal 5
		Goal 1, Goal 2, Goal 5
		Goal 1, Goal 2, Goal 5
General End User Services (GEUS)	GEUS Goal 1	Goal 1, Goal 2, Goal 5
		Goal 2, Goal 5
		Goal 1, Goal 2, Goal 3, Goal 4, Goal 5
Learning and Teaching (LT)	LT Goal 1, LT Goal 3	Goal 1, Goal 2, Goal 4, Goal 5
	LT Goal 2	Goal 1, Goal 5
Research Support Services (RSS)	RSS Goal 1	Goal 1
Library Services (LS)	LS Goal 1	Goal 1, Goal 2, Goal 4, Goal 5
Security (SEC)	SEC Goal 1	Goal 3, Goal 4, Goal 5
Staffing (STF)	STF Goal 1	Goal 3, Goal 5, Goal 6
Policies and Procedures (PAP)	PAP Goal 1	Goal 3, Goal 4, Goal 5
Organization and Planning (OAP)	OAP Goal 1	Goal 1, Goal 3, Goal 5
	OAP Goal 1	Goal 3

The mission and vision of the University should drive the academic and student programs, which influence the types and numbers of students that are attracted to the UB environment and academic experience; to implement the mission and vision requires human resources and associated services, as well as funding resources and associated services. In order for the execution of most of these services, the business and academic processes require enabling technologies, physical infrastructures, and respective services in support of the stated program goals and objectives.

The Office of Technology Services is committed to delivering the enabling technologies required for the successful student, faculty, and administrative experiences each is seeking. The Tactical Plan (Section IV of the ITMP) for OTS provides the details regarding the projects the University has selected to continue or begin for FY2006. Each project has a demonstrable outcome or measurement that indicates successful completion. The explanation of the projects is organized in the order of the Categories of Services listed above.

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## **Summary**

Over the past two years significant fiscal and human resources have been invested to identify vulnerabilities and stabilize the underlying computing and network environment.

- The campus network has transformed from shared media to fully switched Ethernet, improving throughput to more than 1000 data ports on campus from 10Mbps to 100Mbps, resulting in the users being able to do more “things” faster.
- High speed fiber connects all academic buildings.
- Authenticated wireless access was introduced in September 2004, and is currently available throughout most academic buildings and Gordon Plaza (wireless is available in the Academic Center on the first floor only).
- The legacy VAX systems have been replaced with a modern infrastructure that includes a highly redundant, fault tolerant server environment with more than 100 servers and two network attached storage systems, making the users’ data and information more secure.

The University made two significant changes in its e-learning strategy in 2005. First, UB migrated from a commercial course management system (Prometheus) to a product developed by our sister institution, University of Maryland University College (WebTycho). Additionally, UB moved from a fully outsourced model to an internally supported model—bringing its technical support, online instructional design, and e-learning curriculum development in-house. These changes were made to better serve our rapidly increasing online enrollment, which has grown from 4 sections with 27 registrants in 1999 to **63 sections and 1,627 registrants**.

Improved user services and transparency of use are high priority.

- The latest versions of desktop operating system and productivity products have been installed on all institutionally owned computers over the past year.
- Self-service password resets and User ID lookups were introduced, allowing users to gain entry to their PeopleSoft accounts from a web interface at any time (no longer reliant upon Call Center business hours).
- Eligible campus software contracts have been extended to personal use agreements for faculty, staff and students, providing low cost access to hardware and software products.
- Remote web access has been enabled to previously unavailable network resources (personal and shared network file storage).

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## **Going Forward**

The Chief Information Officer will begin, with this budget year, to compare national statistics (Educause Core Data Service) with UB data and the data from both aspirational and MHEC peer schools. This evaluation and information will be of value in the process of determining baseline services and the return from special projects and enhancements. The metrics will include operational aspects (uptimes, responsiveness, refreshment), and strategic aspects, such as user satisfaction, economies, and acceptance.

For FY06, each academic unit, E-learning, Langsdale Library and the Office of Technology Services produced a separate annual plan. Bringing those plans together and aligning Information Technology with individual campus plans will certainly be the next challenge.