

**Office of Information Technology
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- Section I. Report on information technology strategic plan items assigned to OIT during 1999 – 2000
- Section II. Major tasks performed by OIT during 1999 – 2000 that were not identified as strategic items
- Section III. April 2000 OIT Forum Presentation

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SECTION I. REPORT ON INFORMATION TECHNOLOGY STRATEGIC PLAN ITEMS ASSIGNED TO OIT DURING 1999 – 2000

Note: Some items not assigned directly to OIT but which we were actively involved have been included and noted.

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1.1.1	Complete build-out of all remaining wiring closets and wiring of all remaining buildings on campus for data communication.	X			Residence Halls complete except Panhellenic (asbestos problems have forced a delay). Extended backbone complete. Of remaining buildings, Group 1 and 2 complete; Group 3 to be completed by May 15. Group 4 wiring closets being constructed with wiring to follow. Complete May 1.	Construction of wiring closets was an SBC project; much more time consuming than originally planned. Encountered asbestos in certain locations; had to be abated or avoided. Some contractor delays due to weather and getting supplies.	Group 4 buildings being wired during Summer, 2000. Anticipated completion of network project by 9/1/00.
1.1.2	Establish university-wide directory services and single sign-on capability for students, faculty and staff.	X			DHCP implemented and activated as buildings are placed on the new network. A single sign-on procedure was designed, involving the Alpha, NT and Novell servers. A new student interface was installed.	Most of the servers were not originally configured to allow for a common logon. Users are being migrated to new servers which will permit single sign-on to be used. This depends on MS Campus Agreement for client NT licenses.	Expect completion of single sign-on by June, 2000 for the server portion. Will implement on desktops incrementally as client NT licenses are acquired. University directory services using LDAP is currently being tested for faculty/staff use and will be available by June 30.
1.1.3.	Continue to install and upgrade technology in the classroom to the level specified in the plan developed by the Workgroup on Campus Policies	X	X	X	Meetings were held to gather faculty input, design, coordinate needs, assign responsibilities,	Delays in getting a contract with the architect pushed	Wilson-Wallis 205 ready for use 5/15/00. Lamb 207 will be ready for use 7/10/00.

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<p>& Procedures for Instructional Equipment and Classroom Environment, with biannual progress Reports.</p> <p><i>(Note: Academic Affairs task owner with OIT having secondary responsibility)</i></p>				<p>and coordinate Physical Plant and architect roles on the multimedia classrooms. An external Collegis consultant assisted in the design of the rooms and the electronics. Collegis provided a systems integrator to install electronics and train ETSU staff. Sam Wilson 315 was available for use 1/10/00. Rogers-Stout 101 was available for use 3/20/00. HVAC installed in SW 315 over Spring break without affecting scheduled classes. Open House in RS 101 brought positive publicity to ETSU. For the next 2 rooms (Wilson Wallis 205 and Lamb 207), Connect Center raised flooring was used and architectural support was provided by Physical Plant. OIT staff installed most electronics (except touch panel). Physical Plant finished room renovation in Wilson-Wallis 205 10 days early. Established new Multimedia Classroom server to facilitate easy file transfer of large multimedia files, and a website to better explain the facilities and tools available.</p>	<p>physical renovation back 2 months; thus agreed to defer HVAC install in SW 315 to Spring break. HVAC placement problems and funding delays on flooring in Lamb 207 will affect date availability. Funding shortfall will require using some of next year's TAF money to complete WP 207 and Kingsport 319.</p>	<p>Warf-Pickel 209A and Kingsport 319 will be ready August 00. Agreement in principal to update electronics in existing six Multimedia Lecture Halls next fiscal year, and add multimedia class-room electronics to Gilbreath Theatre. In following fiscal year, agreed in principal to upgrade six classrooms in the old Sherrod Library into Multimedia Classrooms, one into a Multimedia Lecture Hall, one into a seminar room, and three into regular classrooms.</p>

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1.1.4	Evaluate and plan for distribution of video via the ATM network.	X	X		The network backbone being installed is capable of this. The new TNII statewide network will also allow video transmission. OIT is working with vendors to identify options for providing video via the network both on and off the main campus.	None.	A plan of action expected by June, 2000. Technical and funding issues will be identified to include in next year's IT Strategic Plan.
1.1.5	Establish a process for low-cost student, faculty and staff access to personal technology acquisitions (hardware/software).	X			<p>☞☞ The Bookstore is exploring the option of offering Macintosh computers.</p> <p>☞☞ Worked with Dell Computer Corp. to establish a dedicated ecommerce site to allow faculty/staff/students to purchase preconfigured Dell PC's at a reduced cost. These configurations included both desktops and laptops, and came in network-ready versions for students in dorms. Dell advertised this site to students through flyers distributed by Housing. A link has been included to this site from the OIT homepage.</p> <p>☞☞ Antivirus software license purchased that allows</p>	☞☞ Must have link from bookstore web page directly to Apple. Barnes and Noble is working on this. Also, contract needs to be modified and signed by Business and Finance.	<p>☞☞ Hopefully this can be accomplished in the Spring of 2000.</p> <p>☞☞ Computers offered to ETSU faculty/staff/students will continue.</p> <p>☞☞ Expect to begin a Microsoft Campus Agreement during summer of 2000 (pending funding) that will make Microsoft software available free of additional charge to faculty and staff at ETSU or at their home.</p>

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					faculty / staff home use as well as at the University		
1.1.6	Develop disaster recovery plan for mission critical systems within budgetary constraints.	X			New backup server software is now in operation.	Mixture of operating systems and backup processes requires consolidation to plan for disaster.	Expect to have university disaster recovery plan for critical systems by June 30, 2000. Testing of plan will begin immediately thereafter.
1.1.9	Explore and evaluate options for requiring students to own computers and software in order to be enrolled in identified academic programs. <i>(Note: for reporting purposes only. OIT not identified as an owner)</i>	X			Information Technology Governance Committee (ITGC) subcommittee reviewing options in detail.	None.	Recommendation to Information Technology Governance Committee in expected in 2000.
1.1.11	Install and maintain new departmental computer labs as needs arise. <i>(Note: OIT is not identified as a task owner. Projects are approved and funded by TAF Committee. OIT implements these approved projects)</i>	X	X	X	Eight new labs being installed during 1999-2000. Eleven existing labs upgraded during 1999-2000.	Asbestos and HVAC problems in Warf-Pickel.	All 99-00 TAF approved projects completed in summer, 2000. There are 17 new projects anticipated for 2000-2001, many of which are departmental computer labs.
1.1.12	Evaluate approaches for ensuring appropriate currency of the technology in all computer labs. <i>(Note: Academic Affairs task owner with OIT having secondary responsibility)</i>	X			Departments with deficiencies made proposals to TAF committee. OIT implemented approved projects. Initial inventory of all computer labs on campus was completed by OIT	Inventory needs to be updated to reflect lab upgrades listed in 1.1.11; turned over to TAF.	The lab inventory will be updated periodically and will serve as a resource to the entire campus, especially the Technology Access Fee and Academic/Instructional

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					and placed on the web page at http://ats.etsu.edu/LabInfo.htm		Technology Subcommittees of the Information Technology Governance Committee.
1.2.1	Document and communicate a mechanism for providing “real-time” technical support for classroom and computer lab technology including defining service levels and responsibilities. <i>(Note: Academic Affairs task owner with OIT having secondary responsibility)</i>	X			Currently, the University Center is supporting seven multimedia lecture halls and providing transport service for academic AV equipment to a local repair shop. Plans are being made to transfer this responsibility to OIT. New multimedia classrooms have phones available for faculty.	Responsibilities for classroom and computer lab technology support are still being discussed. Campus has no policy on support for non-multimedia classrooms, no office responsible for faculty support in these classrooms, completely decentralized (by dept.) equipment availability, and no group currently studying the problem.	
1.2.2	Develop and implement a process for support of multimedia classrooms. <i>(Note: Academic Affairs task owner with OIT having secondary responsibility)</i>	X			OIT accepted responsibility for new multimedia classroom technology support beginning 1/10/00; technician was hired. Spares and parts ordered; tools for mobile work cart bought. Workbench space, desk, chair, and computer found.	Anticipated staff position not transferred from Student Affairs to OIT; plan to hire two additional graduate assistants to replace this lost permanent position. Budget to support Multimedia Lecture Halls not yet transferred to OIT, while	OIT will begin 7/1/00 to support both multimedia classrooms and the 7 multimedia lecture halls, assuming the University Center budget is transferred by 7/1/00,. Faculty will have one office to call for multimedia classroom problems. Assuming staff and equipment are funded

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					maintenance responsibility will transfer July 1. Need work-bench tools. Need authority from TAF committee to hire people and buy tools.	and in place, expect to provide same-day repair on half or more problem tickets.
1.2.3 Annually develop and implement a training plan to meet the IT-related needs of faculty and staff, independent of location.	X	X	X	<ul style="list-style-type: none"> ☞ Academic Technology Lab (ATL) calendars for the year were distributed. ☞ Incorporated faculty training needs questions into a Teaching and Learning Center (TLC) survey to determine workshop needs. ☞ Draft Faculty Technology Development Plan developed by OIT and endorsed by ATS Advisory Board and distributed to A/ITS. ☞ NETg made available to faculty and staff. NETg training provided to all requesting units. 	Teaching and Learning Center survey results were not conclusive due to low survey return rate.	<ul style="list-style-type: none"> ☞ Use ATS Advisory Board advice to determine ATL workshop offerings. ☞ Seek ITGC, Faculty Senate and Academic Council approval of Faculty Technology Development Plan by Fall, 2000
1.2.4 Promote the development of training plans for IT professionals throughout the university.	X	X		The OIT Training Manager developed a planning document and procedure. OIT Directors and managers had presentations to explain the procedure.	Funding for training of ETSU OIT staff was included in OIT budget request. Some training will be contingent upon	Refining an MS Access database to collect and store training plans. After OIT experience is evaluated, will share with other IT

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					Managers are preparing one training record per employee to the directors for consolidation.	budget approval.	professionals on campus. Expect to satisfy 50 percent of stated OIT training needs during this year.
1.2.6	Implement the plan for a student help desk focused initially on the needs of students in campus housing.	X			**Completed** TAF funded hardware, software, and renovations to build Student Help Desk in Culp Center adjacent to OIT lab. Help Desk software licenses purchased and employees trained. Student Help Desk was operational on the first day of Fall semester, 1999.		
1.2.8	Establish an advisory board for the Academic Technology Lab in concert with the Teaching and Learning Center.	X			**Completed** Deans nominated members. ATS Advisory Board appointed. First meeting schedules for April 12, 2000		Advisory Board will have met twice by June 30, 2000.
1.2.9	Expand access to computer-based technology products for use university-wide. <i>(Note: Academic Affairs task owner. For reporting purposes only; OIT not identified as a task owner)</i>	X			The TAF Committee purchased NETg for student use beginning July 1, 1999. In late August, OIT and Computer Science Dept. negotiated free access for faculty and staff. Working with NETg to continue faculty/staff use next year. Internal PC lease program instituted with Dell and Apple;	Funding for faculty/ staff access to NETg for the following years is unsure.	Identify funds for MS Campus Agreement to provide site license for all faculty/staff campus and home computers. Other anticipated services include: space of server for faculty/staff/student web pages, virus protection, e-mail mailing lists, and

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					software bundle now provided with PC or Mac lease.		Blackboard Course Management System.
1.4.1	Formalize the process for incorporating university-wide IT goals and strategies into operational plans for all academic and administrative departments. <i>(Note: Academic Affairs task owner with OIT having secondary responsibility)</i>	X	X	X	Working with Colleges of Medicine and Education on IT Strategic Planning processes. College of Education has completed their IT strategic plan.	New Associate Dean in College of Medicine wants revised technology committee membership.	Continue to discuss with Deans the need to get College input into the IT Strategic Planning process and to incorporate tasks assigned to Colleges into their operational plans.
1.4.5	Provide server space and web development tools for faculty to put course materials on-line.	X			**Completed** New server installed and available. Developed web page to make faculty accounts easy to obtain. OIT and DE bought Blackboard Course Information site license.	User accounts had to be migrated from a legacy server to a single sign-on domain before the server could be established.	All faculty have accounts on the server. Course Information training available from ATS in June 2000. See web page faculty.etsu.edu
1.4.7	Expand the number of web-enhanced courses.	X	X	X	Have continued to offer several open-enrollment and cohort workshops on web development, with emphasis on instructional application. Have expanded web server, and are adding popular features to web server, including FrontPage Extensions, Real Server, NetMeeting, etc. Have also installed a new faculty web server.	No one has a good idea of how many web-enhanced courses currently exist. Thus there is no baseline and it is difficult to quantify how much expansion has taken place.	In summer, 2000, survey colleges to begin to identify the number of web-enhanced courses.
1.4.8	Develop and implement a coordinated approach and	X			**Completed**		OIT and Distance Education

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uniform guidelines, when appropriate, to development of web-enhanced and web-based courses.				The 1.4.2 committee addressed policies and procedures for web-based courses and a report on the status of this task has been submitted. The WWW CIT report is in draft form and proceeding through approval channels. Worked with TLC and Distance Ed to develop a training and support policy statement and a one-sheet handout to faculty explaining how and where to get assistance with both a web-enhanced course and a web-based course. One-page handout distributed to all faculty and will be incorporated into the ATS web page and ATS work-shops on web course development.		will cooperatively purchase and support the Blackboard Course Management System for the University.
1.4.9 Acquire and implement a server to host student web pages.	X			**COMPLETE** New student server has been purchased to accommodate student web pages.	Awaiting policy report from WWW Continuous Improvement Team before making space available to students.	Server will be available for student use for Fall, 2000 semester.
1.4.10 Develop policies and procedures related to student web pages.	X			A WWW Continuous Improvement Team (CIT) was appointed. Draft policy was submitted to Dr. Bach.		The policy will be forwarded to Academic Council in June.

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1.5.1 Document and communicate activities designed to provide tools, training and support for faculty in the classroom.	X			<ul style="list-style-type: none"> ☞☞ Designed ATS website to communicate tools, training and support for faculty in classroom. Sent workshop schedule to all faculty. Also, distributed additional copies of workshop schedule and encouraged cohort workshops. ☞☞ Used Dean-requested presentations on NetG to help describe our four-part approach to faculty development. ☞☞ Drafted Faculty Technology Development Plan and submitted it to the Academic / Instructional Technology Subcommittee; will then submit revision to the ITGC. ☞☞ Developed and published on ATS website a document which describes how faculty can put a course on the web or build a web-enhanced course. ☞☞ Made presentations to all college chair meetings on how to request faculty support. 		<ul style="list-style-type: none"> ☞☞ Expect approval of a Faculty Technology Development Plan which delineates a set of suggested Technology competencies and related training opportunities. ☞☞ Expect to be offering about 50 open enrollment workshops, 10 cohort workshops, and 30 one-on-one individualized assistance sessions per semester. Cohort workshops may focus on web-based and –enhanced classroom support using the new web development tool ☞☞ Expect OIT home page to grow as a useful reference resource.

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1.5.2 Assist departments in identification of appropriate discipline-based academic applications of IT.	X	X	X	Helped CIS select NETg; helped PEXS develop web-based materials to decrease printing costs; worked with College of Medicine to develop email standards. Worked with ELPA on discussion forums, COM on student log of clinical experiences, Communicative Disorders on web applications, and Dental Hygiene on developing web-based courses. Offered 47 cohort workshops this year; about half were discipline based.	Just now developing a relationship with many departments.	☞ Visits with 10 department chairs next year to identify their needs. ☞ Provide cohort workshops on the new web development tool (Blackboard)
1.5.3 Continue to implement, as appropriate, the Collegis Learning Network Services tool set for course delivery and classroom support.	X	X	X		No standard on campus for web-assisted or web-based courses. Despite workshops faculty have largely rejected free ToolSet.	Campus will adopt Blackboard as web development platform and OIT will drop support for Collegis LNS. Resources from Collegis and Eduprise that were being used for LNS support will be used elsewhere, including Blackboard training and support.
1.5.4 Provide technology support for medical applications of information technology.	X	X	X	Working with the College of Medicine Information Technology Task Force to	High no-show rates for workshops.	A plan listing priorities. More standardized software in the College of

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					prioritize technology needs. Drafted email standards for Dean's considerations. Started specialized workshop series on VA campus to meet identified needs. Working with third year course directors to develop tool to collect student experiences in a log.		Medicine (COM) to increase communications. A new set of workshops consistent with stated COM needs. A web-based student log.
1.5.5	Explore alternative approaches to development of a Faculty Development Center for 1:1 training and support of faculty.	X			Drafted a four-part approach to Faculty Development which includes (1) open-enrollment work-shops, (2) cohort work-shops, (3) one-on-one assistance in the office, and (4) computer-based tutorials (NETg).	Facility planned for Faculty Development Center has been delayed until renovation of the old Sherrod Library.	OIT will continue to provide 1:1 support to faculty in their offices until a Faculty Resource Center is completed.
3.1.1	Develop community-based education programs at our sites. (Kellogg III Project) <i>(Note: Not an OIT assigned task. For informational purposes only)</i>	X			NTIAA TIAAP Tele-democracy grant was funded. Working with five counties to assure training is provided once Sprint installs equipment. Equipment standards selected in May, 2000.		Equipment installation by Sprint in May/June, and training by OIT in June-July, 2000.
3.1.2	Identify and plan for appropriate uses of information Technology to support telemedicine. <i>(Note: College of Medicine ins primary owner and OIT is secondary owner of this task)</i>	X	X	X		Neither the College of Medicine nor the Johnson City Medical Center consider telemedicine to be a high priority.	Working with COM on grant application for telemedicine equipment to be submitted in March, 2001
5.1.1	Provide web-based access to SIS for fee-payment by credit card.	X			**Completed** Web for payment has been		Became operational in May, 2000

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				tested. It has been demonstrated for both the Registration Committee and Administrative Subcommittee.		
5.1.5 Identify which processes can be streamlined through the innovative uses of information technology and facilitate reengineering of these processes.	X	X	X	<p>∞ Worked with Curriculum Process Continuous Improvement Team to develop procedures which streamline and make public the way curriculum is changed. Several committees and Academic Council approved recommendations.</p> <p>∞ Recommended electronic distribution of reports system</p> <p>∞ Developed an on-line system for faculty to request web-page space on a server</p>		<p>∞ Working with the Curriculum Process Continuous Improvement Team to test what they have and train people responsible for submitting minutes.</p> <p>∞ Electronic distribution of reports funded and implementation plan under development.</p>
5.1.6 Expand the use of electronic commerce applications.	X	X	X	<p>∞ Developed a relationship with Dell to purchase personal PC's over the web.</p> <p>∞ Installed payment module for Web for Students to allow students to pay via the web.</p>		Dell personal purchase available now. Web for Students payment available May, 2000
5.2.4 Promote and facilitate the electronic distribution of reports.	X			∞ Worked with Comptroller to assist with new check printer.	Imaging survey results unsatisfactory. Administrative	Electronic distribution of reports has been funded and should be implemented in the

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					<ul style="list-style-type: none"> ☞ Worked with Administrative Subcommittee to investigate electronic imaging as replacement for some printing. ☞ Administrative Technology Subcommittee reviewed electronic distribution of reports options. Recommendation presented to ITGC. 	Technology Subcommittee chose to investigate other vendors who might participate in a survey of this type.	next fiscal year. Imaging study will continue.
6.1.1	Review, on a quarterly basis, hardware and software standards university-wide and communicate these standards and the benefits of adhering to the standards.	X	X	X	Met with PC Standards Comm. quarterly and revised current hardware/ software standards.	Technology sometimes changes faster than on a quarterly basis.	Continued refinement of hardware/ software standards.
6.1.2	Secure site licensing for software products used university-wide.	X	X	X	<ul style="list-style-type: none"> ☞ Instituted university-wide license for virus protection including rights for at-home use. ☞ Obtained a one-year right for faculty/staff usage of NetG. ☞ Helped the Colleges of Medicine and Education develop email standards. ☞ Helped Education develop MS Office version standards. ☞ Made Microsoft Open 		<p>Proliferation of one campus-wide standard.</p> <p>If funding is available, anticipate Microsoft software site licensing via Microsoft Campus Agreement.</p> <p>Lyris e-mail list server will be available by June 30, 2000</p> <p>Blackboard has been purchased and will be available to all University</p>

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					License Program (MOLP) available university wide.		faculty
6.1.3	Recommend standard policies and procedures for support of information technology university-wide.	X	X	X	<ul style="list-style-type: none"> <i>☞☞</i> Using Microsoft Open License Program (MOLP) to decrease cost and increase standardization of software on campus. <i>☞☞</i> All new computers coming with the same image installed (includes MS Office). <i>☞☞</i> Worked with College of Education to establish hardware minimums, software applications and version standards. <i>☞☞</i> Working with College of Medicine to establish standards. <i>☞☞</i> Selected campus license for standard antivirus software <i>☞☞</i> Worked with DE to develop web-based course software standards (Blackboard) <i>☞☞</i> Providing workshops on standard software only. 		<ul style="list-style-type: none"> <i>☞☞</i> Expect a standard set of applications on all computers on campus within two years. OIT staff is proficient in all applications included in the standard set. <i>☞☞</i> College of Education faculty have up-to-date hardware and software, resolving compatibility issues.
6.1.5	Recommend and communicate policies to address issues of copyright and software piracy.	X	X		Digital Millenium Copy-Right Act (DMCA) requirements reviewed and implemented. Working to educate faculty,	MP3 music files are very popular with students. Students obtain music for free	Published policies following DMCA guidelines. Publish copyright information in labs.

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				staff, and students on copyright issues. Placed Distance Education Handbook on the web; it contains the TBR intellectual copyright sites. Sponsored two workshops on copyright by Legal Affairs attorney.	over Internet. Potential liability to University if upload / download copyrighted software.	Distribute policies to students that live in Residence Halls
6.2.1 Complete all remaining Y2K activities as per the Collegis Y2K Auditing Methodology				**Completed** All Y2K activities completed prior to December 31, 1999. Negligible Y2K impact to University.		
6.3.1. Implement internal leasing program to fund the staff and faculty desktop project.				398 computers leased by April 1. Each replaced an older system which was surplus. Funded internally since TBR has not approved the leasing of computers directly from vendors.		Expect 15-20 more leases by end of fiscal year.
6.3.2. Resolve all residual issues on the new telephone system and enhance voice processing capabilities.	X			Have corrected a number of problems on the phone system. New voice capabilities, including ACD groups, paging, call trace features, and call logging features have been added. Additional trunk lines have also been added.	Errors in the initial setup and daily operations of the system caused billing problems. Billing errors occurred after users were not	All major issues identified and resolved, except: Automatic account holds: hardware and software installed, configuration required by OIT staff and COMPCO

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					<p>properly removed during the previous semester end.</p> <p>Polling system failed after dial-up system proved to be problematic: replaced with network connection</p> <p>Area code billing problems were identified and resolved</p>	Accuracy of user and phone data. The database used by COMPCO requires validation and verification with the University business office.
<p>6.3.3. Review and revise annually a three year plan for the use of student technology fees.</p> <p><i>(Note: for reporting purposes only. Not an OIT owned project)</i></p>	X	X	X	The Technology Access Fee Committee developing a new 3-year plan.		3-year plan approved by Information Technology Governance Council and submitted to the Board of Regents in May, 2000
<p>6.3.4. Incorporate college and department level planning into the university-wide IT strategic planning process.</p>	X	X	X	Draft strategic plan presented to and discussed with Deans' Council and at IT Forum; placed on OIT web site. Distributed electronically to President's Council. Input from entire university community solicited.	Very little input received.	All College and departmental input included in IT strategic plan. Will continue to work with Deans.
<p>6.3.5. Incorporate inventory into the help desk.</p>	X			**Completed** In August 1999, the existing inventory database was imported into the Remedy Help Desk	We have found that many PC's imported into the database are no longer in use. Worked	

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					database. This database is being updated as changes are made. The Y2K inventory was also applied to this database. Reports can now be generated from this database using the Remedy reporting tools.	with Purchasing Director to reconcile.	
6.3.9	Review the need for a more formal process for ongoing evaluation of new technologies and new applications of technology.	X			The current process is for OIT divisions to bring new technologies to ITGC subcommittees. Examples this past year include: Lyris, Packster, firewall, imaging, electronic report distribution, Goldlink upgrades, PureVoice, REAL slideshows. Process seems to work well.		Will continue current process.
7.1.3	Continue to develop partnerships with desktop computer companies for pricing, leasing, preload of software, etc.	X	X	X	University and personal agreements with Apple and Dell in place for AY1999-2000. Resubmitted for AY2000-2001.	Bookstore having difficulty with Apple personal agreement.	More aggressive pricing of desktop hardware/software. Proliferation of standards.
7.1.4	Explore use of Microsoft grants for Teachers in the College of Education.	X	X		Submitted and received the Microsoft Grant. Set up Software Review Center within the College of Education to review the software provided by the Microsoft grant.		Resubmission next year.
7.1.6	Establish a partnership with an ISP contractor for	X			Established relationship with	Problems with security	Expect amended contract to

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additional services.				MountaiNet to provide network connectivity to residence halls. This provides overall cost Savings for the university in not having to provide equipment and technical support. A direct connection from the Mountainet residence hall network and the ETSU network was established to improve response time.	and configuration of the Mountainet network were identified and resolved as they occurred. System outages related to hardware failures in the new network equipment. Mountainet firewall experienced reliability problems and was removed. Problems with Napster and internet bandwidth prompted Mountainet to block access to Napster on the dorm network.	be approved and several upgrades to be provided by Mountainet to the residence hall network before fall,, 2000 semester.
7.1.8 Respond as requested to Johnson City on the design and use of information technology within the new Continuing Education Center.	X	X	X	Conduit in place linking ETSU and Millennium Center. Fiber optic cable installed and ready to be used. Held meetings with representatives from ETSU, City, the VA and the JCMC on what applications and which technologies might be shared.	Millennium Center has not requested any application use of the fiber optic cable.	Ongoing process over the next few years.
7.1.9 Develop relationships with local telecommunications	X	X	X	Have started to build these	Will have to spend time	US LEC contract expected to

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STRATEGY		F Y 99 00	F Y 00 01	F Y 01 02	ACHIEVEMENTS AS OF APRIL 1, 2000	PROBLEMS ENCOUNTERED	ANTICIPATED OUTCOMES JUNE 30, 2000
companies for additional revenue streams and technology exchange.					relationships with USLEC, Sprint, Quest, and other vendors.	administering these processes.	generate revenues and reduce operating costs.
7.2.1.	Develop a process for clearly communicating information technology changes, issues and decisions university-wide.	X			Training Manager is visiting departments to advise of cohort workshop possibilities and procedures. Visited Deans' meetings with chairs to explain NETg possibilities. Have appointed WWW committee within OIT to improve quality and currency of OIT home pages.		/// Ongoing need to enhance communications. /// Develop policy on use of all faculty and staff distribution lists. /// Increase number of OIT Forums to four or more in AY2000-2001. /// Lyris will provide a way to communicate via e-mail to all faculty and staff

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SECTION II. MAJOR TASKS PERFORMED BY OIT DURING 1999 – 2000 THAT WERE NOT IDENTIFIED AS STRATEGIC ITEMS.

ADDITIONAL ACCOMPLISHMENTS	SUPPORTING DETAILS
1. At the request of the University, Collegis added a Web Manager position.	☞☞Candidates interviewed in March and the person selected is to begin in May, 2000
2. At the request of the University, Collegis added a Multimedia Classroom technician position in lieu of the Instructional Designer position.	☞☞Kevin Vines was granted a leave of absence from ETSU to fill this position, beginning in February, 2000.
3. Developed and gained support for the Faculty Technology Leadership program, which is currently under development.	☞☞This program will provide the opportunity for a group (15-20) of faculty to develop advanced skill sets instructional technology.
4. Made presentations at regional conferences.	<p>☞☞ Clay, M. Creating a Training Plan for Information Technology Professionals. 30th Annual Tennessee Higher Education Information Technology Symposium. Fall Creek Falls.</p> <p>☞☞ Dively, R. and C. Loftus. Internet Freebies. 30th Annual Tennessee Higher Education Information Technology Symposium. Fall Creek Falls.</p> <p>☞☞ Dively, R. and R. Ranker. Streaming PowerPoint and Images over the Internet. MidSouth Instructional Technology Conference, Murfreesboro.</p> <p>☞☞ Bragg, Mark and Janet Keener. Internal computer leasing at ETSU: the good, the bad, and the ugly. 30th Annual Tennessee Higher Education Information Technology Symposium. Fall Creek Falls.</p>
5. Managed the Academic Technology Lab in Gilbreath Hall (OIT's	☞☞Assumed responsibility for the ATL in April 1999. During the

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ADDITIONAL ACCOMPLISHMENTS	SUPPORTING DETAILS
Academic Technology Support group)	<p>1st year, taught more than 100 workshops to over 300 faculty and staff on 44 different topics earning an average rating of 4.8 on a 5.0 Likert scale.</p> <p>The Academic Technology Lab was upgraded with new computers and additional AV equipment to support campus web initiatives and teach more multimedia classroom related skills.</p>
6. As indicated in Section 1.2 of the strategic plan, provided instructional technology support to faculty (OIT's Academic Technology Support group)	<ul style="list-style-type: none"> ✓✓ Provided leadership in several new instructional technologies including PureVoice, PowerPoint with audio, streaming audio and video, Real Presenter, Real Slideshow, Real Producer. ✓✓ Supported the electronic thesis and dissertation project by providing Adobe Acrobat initial training ✓✓ Created a model multimedia based web-enhanced course (MEDA 5500) as an example.
7. Provided support to the College of Education per the Addendum to the Collegis contract	<ul style="list-style-type: none"> ✓✓ Updated the College of Education Computer Lab equipment in WP 207/209 and installed a new software review center. Provided equipment and network stability and consistent staffing in student labs. ✓✓ Conducted IT strategic planning session with College of Education. ✓✓ Wrote successful Microsoft grant for College of Education. ✓✓ Helped College of Education draft their TAF proposals. ✓✓ Assisted College of Education's transition from a stand-alone server to an OIT-maintained server in the server farm ✓✓ Helped College of Education establish a Software Review Center. ✓✓ Helped College of Education form and operate its technology committee. Conducted their first strategic planning session.

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ADDITIONAL ACCOMPLISHMENTS	SUPPORTING DETAILS
	<p>Help them formulate their technology plan.</p> <ul style="list-style-type: none"> ☞☞ Provided special support and attention to College of Education by providing on-site IT professionals. ☞☞ Helped draft and manage successful T3 grant program.
<p>8. Upgraded / improved server capabilities in the ETSU Computer Center, making new or improved applications available University users (OIT Systems group)</p>	<ul style="list-style-type: none"> ☞☞ Setup FrontPage, RealServer, and Netmeeting services for campus users. ☞☞ Established a Lyris E-mail listserver for campus faculty and staff members. ☞☞ Upgraded Calendar server from Beta version to Version 4 (Y2K related, as well as operational). ☞☞ Upgraded QIP DHCP platform for Campus from 4.0 to 5.0. ☞☞ Consolidated and upgraded campus NT web server WWW.ETSU.EDU with CASS.ETSU.EDU, COE.ETSU.EDU, and FACULTY.ETSU.EDU. ☞☞ Installed CONNEX for ODBC connectivity ETSU 15 to provide reporting capabilities. ☞☞ Established consolidated backups for OIT managed NT, Netware, and AIX servers. ☞☞ Upgraded NT servers for Y2K (12 servers) ☞☞ Implemented 4.2 Netware server ETSUSRV. ☞☞ Upgraded AIX server platform for Y2K to 4.2.1. ☞☞ Upgraded news server for Y2K. ☞☞ Moved Housing HIS for Y2K from Novell to NT 4.0. ☞☞ Consolidated EDUSERV, ARC Netware server users to one server in the OIT Computer Center.
<p>9. Managed University's network (OIT Network group)</p>	<ul style="list-style-type: none"> ☞☞ Upgraded CISCO IOS 10.3 to 11.2 on campus backbone routers.

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ADDITIONAL ACCOMPLISHMENTS	SUPPORTING DETAILS
	<ul style="list-style-type: none"> ✓✓ Implemented SNMP net management (INTERMAPPER). ✓✓ Purchased network firewall ✓✓ Purchased HP Openview and Ciscoworks for SNMP network and systems management ✓✓ Upgraded second T1 to Internet (TBR TECnet) 1.5Mb to 3Mb ✓✓ Created separate ID card network backbone.
<p>10. Managed the University telephone system and telephone billing process (OIT Telecommunications group)</p>	<ul style="list-style-type: none"> ✓✓ Sold and removed the legacy Intecom PBX. (with 6.3.2 ??) ✓✓ Implemented three ACD Groups (Clinical Ed, Comptrollers office, and the OIT Help Desk). ✓✓ Ran 40 telephone call traces for Public Safety. ✓✓ Added 3 channels to campus CATV lineup (CNNSI, ZDTV, HEALTH) ✓✓ Provided communications with four new Distance Education classrooms ✓✓ Supported 20 sporting events in the ETSU Minidome with telecommunications services. ✓✓ Setup 30 audio conference calls ✓✓ Setup 50 videoconferences via satellite downlink ✓✓ Completed 765 work orders for adds, changes, and moves
<p>11. Maintained and improved the OIT Help Desk</p>	<ul style="list-style-type: none"> ✓✓ Entered over 10,000 requests into the REMEDY Help Desk system ✓✓ Implemented an ACD function to eliminate callers getting a busy signal ✓✓ Achieved an average of 4.69 out of 5.0 on the Help Desk surveys ✓✓ Collegis provided addition Help Desk operator training

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ADDITIONAL ACCOMPLISHMENTS	SUPPORTING DETAILS
	<ul style="list-style-type: none"> ☒☒ One operator attended seminar on “How to handle difficult clients” ☒☒ Implemented the OIT Student Help Desk
12. Supported SCT IA-Plus administrative support systems (OIT MIS and Operations groups)	<ul style="list-style-type: none"> ☒☒ Other Tested and installed 5 ZSS technical upgrades ☒☒ Tested and installed 12FRS technical upgrades ☒☒ Tested and installed 12 SIS technical upgrades ☒☒ Tested and installed 16 HRS technical upgrades ☒☒ Tested and installed 1 ADS technical upgrade ☒☒ Coordinated campus administrative Y2K testing resulting in no Y2K issues on the administrative systems ☒☒ Implemented EDI system allowing ETSU to electronically exchange transcript information securely with other institutions around the country ☒☒ Acquired and trained on CONNX, an ODBC server for the administrative systems allowing Analyst and User to create reports using Access, Excel, etc. ☒☒ Attended training sessions on proposed next generation SCT administrative system ☒☒ Completed over 500 Help Desk requests with an average survey response of 4.91 out of 5.0.
13. Provided desktop computer support (OIT User Services Group)	<ul style="list-style-type: none"> ☒☒ Coordinated University PC Y2K testing resulting in no significant desktop Y2K issues ☒☒ Developed and implemented internal PC leasing program; installed 398 leased PCs ☒☒ Developed a software image for all new PCs ☒☒ Migrated 300 PCs to the new network ☒☒ Implemented a 3-year site license for virus scanning and

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ADDITIONAL ACCOMPLISHMENTS	SUPPORTING DETAILS
	<p style="text-align: center;">protection</p> <ul style="list-style-type: none"> ✓✓ Implemented 23 TAF projects ✓✓ Completed over 5000 OIT Help Desk trouble tickets ✓✓ Achieved an average of 4.79 out of 5.0 on the Help Desk survey.
14. Supported student computer labs (OIT User Services Group)	<ul style="list-style-type: none"> ✓✓ Implemented campus NT server domain for all student labs ✓✓ Managed 120 individual student workers in 4 locations

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Section OIT. April 2000 OIT forum presentation