The Office of the Vice President for Information Technology supports the mission of the university as a centralized resource for information technology services. These services include the following:

- Support for the university’s administrative business, student, and course management systems.
- A central information technology help desk for faculty, staff and students.
- A robust network capable of supporting intensive research and administrative applications.
- Utilities such as electronic mail, on-line directory services, and telephone service.
- A number of site licenses to insure standardized support at the desktop, greater level of security, and lower costs to the university.
- Support for school, department and division computer desktops.

All IT division wide outcomes are listed under the Office of the Vice President for Information Technology.

- **Administrative Office-wide Outcomes**
  - **01. All faculty, staff, and students will have access to a core group of essential IT services.**

**Measurement Period Start Date and Title:** (Administrative Office-wide Outcomes)

**Criterion to be met:**

The campus network infrastructure will be capable of adapting to new requirements as needed to support our research, teaching, learning and business needs. Wireless access will also be provided throughout campus as a supplement to the wired network.

UAB will provide bandwidth and capabilities comparable to or greater than our peer institutions.

**Measurement Description:**

Our Internet and Internet2 usage is reviewed on a regular basis through our network traffic graphs. Intracampus and building level usage is reviewed as well. UAB compares its offerings to peer institutions through the Campus Computing Project and the EDUCAUSE Core Data Survey. The IT Advisory Committee is consulted for high capacity network needs in each of the schools.

UAB participates in the SURA IT committee and Internet2/NLR discussions
Notes:

Measurement Period End Date and Results/Actions:
12/1/2008    Criterion met: Yes

Measurement Results:

- This need has been addressed by the campus network infrastructure upgrade. A current description of the campus network architecture is available here: http://www.dpo.uab.edu/network/.
- Wireless access is available throughout the campus. Current status of the wireless project can be found on the IT home page under projects www.uab.edu/it/.
- Presentation was made to IT Advisory Committee regarding network upgrades and future application needs.
- As reported in the EDUCAUSE Core Data Survey for 2003, only 13.7% of the total 844 survey respondents had greater commodity internet bandwidth than UAB.
- UAB and the University of Alabama System will connect to the Southern Light Rail and National Lambda Rail by Fall 2007
- A dedicated fiber network for research and grid computing will be completed in 2007

Measurement Actions:

Continue to review network usage graphs.

Continued participation in EDUCAUSE Core Data Survey.

Continue to expand the wireless network

Provide connectivity for Internet, Internet2 and National Lambda Rail through a Regional Optical Network.

Work with researchers and other users on specific needs

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Measurement Period Start Date and Title: (Administrative Office-wide Outcomes)
1/1/2004    IT help desk and desktop support

Criterion to be met:

All faculty staff and students have adequate desktop support and access to a centralized IT help desk.

- Fifty percent of all calls/tickets opened will be closed on the initial phone call.
- Seventy-five percent of all calls/tickets will be closed on the first day opened.
- The help desk will have no more than ten percent of all calls abandoned.
• The customer satisfaction surveys should indicate a ninety-five percent satisfaction rating.

Measurement Description:

Calls to the help desk are tracked in our Foot Prints (help desk tracking) System by category. The length of time a trouble is open can also be tracked. Customer satisfaction surveys are also emailed from the help desk and reported on a regular basis. We benchmark our progress through participation in the Help Desk Institute. Customer meetings are held each month with contract desktop support customers.

Notes:

On-line support is available at http://www.uab.edu/it/askit to access our knowledge database, frequently asked questions, or to submit an issue.

In 2004, the AskIT help desk supported two major Go-Live initiatives for HR and Finance. These newly-supported systems greatly skewed the help desk statistics for this year.

Support for new systems such as the Banner Student Information System and WebCT Vista (course management) have been added to the help desk's responsibility.

Measurement Period End Date and Results/Actions:
12/31/2008 Criterion met: N/A

Measurement Results:

For calendar year 2004:

• 49% of all calls to the help desk were closed on the initial contact.
• 69% of all calls were closed within the first day.
• 95% of all surveys returned were rated as having the issue resolved to the customer's satisfaction.
• 16% of all calls to the help desk were abandoned.

Measurement Actions:

• Management will use the survey results, feedback and call results to make corrective action plans such as staff changes and training.
• Continue to monitor trends from the help desk data, satisfaction survey, and direct feedback from users.
• Continue customer meetings each month for our contract desktop users.
• Continued participation in the Help Desk Institute.

Measurement Period Start Date and Title: (Administrative Office-wide Outcomes)
8/1/2003 Protection for UAB's data assets

Criterion to be met:

The IT division will provide increased data security and protection for computing assets at
• Services provided will be comparable or greater than those provided by our peers.
• The number of machines infected by virus and malicious attacks will decrease.
• The number of applications using UAB's single sign on (BlazerID) will increase each year.
• Training on general data security will be available to all employees
• Targeted training will be available to covered HIPAA entities, those handling student information and specialized IT training

Measurement Description:

The Footprints (help desk tracking system) reports the number of incidents. Participation in the EDUCAUSE Core Data Survey to compare our services to others. Monitor the number of applications using the BlazerID (single sign on) for authentication.

Weekly data security meetings to review incidents.

Disconnect unpatched machines

Notes:

Site licenses are available for anti-virus software at [http://www.uab.edu/it/askit](http://www.uab.edu/it/askit) under software downloads.

Revised Data Security Protection Policy was released at the end of March 2007.

HIPAA and FERPA training is available on-line in WebCT

General Data Security Training is available in WebCT for all faculty, staff and students

Measurement Period End Date and Results/Actions:
12/31/2008Criterion met: Yes

Measurement Results:

UAB met or exceeded the data security measurement criteria as compared to the participant institutions in the EDUCAUSE 2003 Core Data Survey.

The number of machines infected by virus and malicious attacks decreased.

• In August 2003, 1,000 machines were affected by the Blaster virus.
• In January 2004, following implementation of security patch procedures and education, less than 50 machines were impacted by the So-Big virus.

A number of enhancements have been made to strengthen the security of UAB's computing resources.

• A virtual private network for secure off campus access
• A security patch distribution service
• Additional scans of the network and block additional ports at the Internet border
• Increased data security awareness by presentations at TIMGroup (the information manager group) meetings and email postings to network administrators and the Deans
• New procedures were put in place for disposal of hard drives/computers
• Online FERPA Training made available summer of 2006

Today most major systems (email, Oracle, WebCT, ResNet, Student access card, Banner Student, and the wireless network) use the BlazerID and password for authentication allowing us to move toward a common sign on platform through the BlazerNET Portal. Class email distribution lists were implemented in January 2003 allowing faculty to communicate in a more secure and efficient manner with their class through automatic distribution lists. [http://www.uab.edu/blazerid](http://www.uab.edu/blazerid)

**Measurement Actions:**

Education and service offerings will be driven by input from the IT Advisory Committee and the Information Management Group (TimGroup). The HIPAA Security Advisory Committee will also provide input and guidance.

Continued participation in the EDUCAUSE Core Data Survey.

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**Measurement Period Start Date and Title: (Administrative Office-wide Outcomes)**

**8/1/2002** Student IT services

**Criterion to be met:**

All UAB Students will have access to appropriate information, computers, common software and other IT services.

**Measurement Description:**

UAB will participate in the yearly Campus Computing Project and the EDUCAUSE Core Data Survey in order to compare our services with those of our peers. We will include IT related questions in the Noel Levitz Student Satisfaction Survey each year. Student calls to the help desk will be tracked and followed up with email surveys.

**Notes:**

In addition to telephone support, online support is also provided via the web for AskIT Help Desk and ResNet support. ([www.uab.edu/it/askit](http://www.uab.edu/it/askit) and [www.uab.edu/it/resnet](http://www.uab.edu/it/resnet))

A Student Computing Guide was made available for incoming Freshmen and other new students beginning Summer 2006.

Student Computing Guide was printed for all students as of Summer 2007.

**Measurement Period End Date and Results/Actions:**

12/31/2008 Criterion met: N/A

**Measurement Results:**

• As of August 2002, all residence halls were wired with high speed Ethernet
Web based email was available Fall 2002 along with the AskIT help desk for the newly connected residence halls
Microsoft site license was available to all students starting Summer 2002
Wireless access available throughout UAB (see http://www.uab.edu/it projects)
BellSouth Dial-in contract initiated in June 1999 for low cost access to campus and internet
All Schools provide computer labs and classrooms
Libraries provide computer access to students
Computer labs available in Residence Halls
List of labs and hours are available through www.students.uab.edu or www.uab.edu/it/
A Student tab as a part of the BlazerNET portal was implemented in January 2007
The new Student Information System will go-live for the Fall class of 2007.

Measurement Actions:

Continued participation in Campus Computing Project, EDUCAUSE Core Data Services Surveys and review data available from the help desk and help desk surveys related to students

Outcome Effective Date and Title: (Administrative Office-wide Outcomes)
3/1/200302. Faculty, Staff and Students are aware of and have input for IT services offered at UAB.

All users will be aware of available IT services on the UAB campus and know where to go for assistance. Further, opportunities should exist for users to provide input to the services, plans and priorities of the Information Technology Division.

Notes:

See the Information Technology homepage at http://www.uab.edu/it

Measurement Period Start Date and Title: (Administrative Office-wide Outcomes)
3/1/2003 Improved Communications (internal and external).

Criterion to be met:

Faculty, staff and students will easily be able to find information about UAB IT services and projects via the web or other forums.

Measurement Description:

We will monitor the volume of hits on IT websites as well as the number of calls made to the help desk. The IT Advisory Committee will provide feedback about IT initiatives.

Other advisory/user focused meetings will be held with key constituents.

Notes:

Notes from the IT Advisory Committee can be found at http://www.uab.edu/it
Measurement Period End Date and Results/Actions:
12/31/2009 Criterion met: Yes

Measurement Results:

- IT Day was held Spring 2003 allowing central, school, and departmental IT personnel to share information with faculty, staff and students about IT services and projects
- Developed a BlazerID logo and awareness campaign
- IT organization presented the UAB directory and middleware initiatives at the Southeastern and Annual EDUCAUSE conference, SURA, SAC
- IT Articles in the UAB Reporter
- In 2004, the IT Advisory Committee was formed
- A revised IT home page went into production in 2004
- Weekly Area Leads meetings to discuss Oracle HR and Finance Issues
- Monthly Executive Steering Committee meetings for the student system
- Weekly student project meetings
- Monthly meetings with VP for Research and his AVPs
- Publicity campaign in 2006-2007 for BlazerNET
- Open forum on High Performance Computing and Networking held and invited the Alabama Supercomputer Authority

Measurement Actions:

- Continue to hold IT Advisory Committee meetings
- Develop an information campaign to increase awareness of IT services - IT Road show
- Continue to present IT projects at national conferences
- Host an IT Day at UAB each year
- Information related to IT services should be easily available via the web
- Continue to work with Internal Communications and marketing

Outcome Effective Date and Title: (Administrative Office-wide Outcomes)
8/1/2003 UAB will have a plan, leadership and appropriate infrastructure for the course management, business, and student systems necessary to support teaching, research, and business operations.

The legacy Human Resource/Payroll System and Finance System have recently been replaced with an integrated Oracle system. The student system replacement is underway. The course management systems are being used more and more each year to support on campus and off campus courses. As of Summer 2006, we have one standard, WebCT/Vista. Review of our research support systems is underway.

Notes:

Criterion to be met:

The university's core business, student and research support systems will be replaced with functionality that meets the needs of the institution in a more flexible manner. Further systems will have a high degree of availability and support. Paper processes such as time sheets will be eliminated and departmental shadow systems will be eliminated or reduced.

Measurement Description:

The number of support calls to the Help Desk for Oracle help will be tracked and should decrease following go-live. The issues log will be reviewed and the number of issues should decrease. The IT Advisory Committee, Area Leads, Research/IT Coordination Group and the Oracle User Group will provide input and feedback.

Notes:

Measurement Period End Date and Results/Actions:

1/31/2008 Criterion met: Yes

Measurement Results:

- On January 20, 2004, UAB converted to the new Oracle Human Resource and Payroll System
- Delivery of the Financial System Module in October 2004
- A UNIX team to support the Oracle and future systems was created by recruiting new staff and reorganizing across several IT departments
- Help Desk Statistics:
  - Received over 1,000 Oracle related calls in the first two weeks after HR Go-live January 20, 2004
  - Received 1,200 calls (two week period) following Finance go-live Oct. 2004
  - Data as of January 20, 2005 reflects a decrease to 375 issues over a two week period
- Hired AVP for Administrative Computing and added responsibility for research administrative systems in 2006

Measurement Actions:

- Replace the UAB Student Information System with a system common across all UA campuses by Fall 2007
- Continue to monitor help desk statistics and the issues log from User’s Group
- Determine a direction for the replacement and enhancement of the legacy research support systems
3/1/2003 Direction for Instructional Technology in the classroom and on-line.

**Criterion to be met:**

Provost, Deans, Faculty, and students will have an awareness of the capabilities/functionality of the course management system and the support available for using the technology. There will be a Manager of Instructional Technology to lead this effort.

This effort will compliment the faculty development activities in the Provost office.

Faculty and students will have resources and support available for on-line technologies and classroom technology.

**Measurement Description:**

Input from the IT Advisory Committee and the Academic Program Council will be sought. Participation in the UA System Distance Learning Surveys.

Participate in planning new Teaching and Learning Center and library renovation program plans.

**Notes:**

2006 - VP for IT and Provost issued a joint charge to develop a plan for enhancing the classrooms at UAB. The plan will include furnishings, technology and support.

EDUCAUSE VP was invited to campus in 2006 to address the net generation and new learning styles as well as the flexible classroom.

Dell was consulted regarding a standard for technology in classrooms.
Measurement Period End Date and Results/Actions:
12/31/2008
Criterion met: Yes

Measurement Results:

- In the Spring of 2003, an overview was presented to the Deans outlining the capabilities of the course management systems and a request for input on the direction of the Instructional Technology function
- In the summer of 2003, an Instructional Technology Advisory Committee was appointed and made recommendations for a base level of service and a support mechanism
- In January 2004, the Deans adopted a plan to establish a virtual instructional technology support architecture
- As of Fall 2006, all on-line courses are using WebCT Vista as a standard
- A standard for classroom technology was proposed and piloted for faculty in 2007

Measurement Actions:

- Hired a Manager of Instructional Technology to provide leadership in this area and to focus on distance and blended learning initiatives
- Continued participation in the UA System Distance Learning Surveys and Task Force
- Announced standard for the course management system and develop a plan for growth of the service
- August 2006, report to summarize findings from IT Instructional Technology's evaluation of Blackboard - Vista workshops offered to faculty, Para professions and professionals from January 2005 through July 2006
- Reorganized management to support combined operation to support on-line courses and technology in the classroom

Outcome Effective Date and Title: (Administrative Office-wide Outcomes)
9/1/200104. IT will provide the infrastructure needed to support UAB's research initiatives.

Information technology is a key aspect of research infrastructure and IT planning will consider research priorities, directions, and requirements.

Notes:

1. Academic Programs Information Technology was established by the Provost (1999) " as an interim measure to establish a focus of information technology within Academic Programs at UAB" [http://www.dpo.uab.edu/ciscnet/APIT1999.html](http://www.dpo.uab.edu/ciscnet/APIT1999.html)
2. UAB's first CIO created the Department of Academic Computing (2001) [http://www.uab.edu/it/academic/](http://www.uab.edu/it/academic/)
3. UAB was a founding member of Internet2 and provides access to Internet2 research networks to everyone at UAB. High performance network connections to Internet2 are available as needed. [http://www.uab.edu/internet2/](http://www.uab.edu/internet2/)
Measurement Period Start Date and Title: (Administrative Office-wide Outcomes)
6/1/1997 Cyber Infrastructure such as high performance networks, computing and support.

Criterion to be met:

IT will provide access to a high performance computing infrastructure for all researchers at UAB.

- Bandwidth capacity for Internet2 and other research networks will be comparable or greater than those provided by our peers.
- Support for researchers in this area will be provided through the High Performance Computing Services area within IT Infrastructure Services.

Measurement Description:

Feedback from research user community, comparison to capacity at peer research institutions though participation in the EDUCAUSE Core Data Survey, and input from the IT Advisory Committee. Monthly Research and IT Meeting with Vice Presidents and Assistant Vice Presidents. Shared high performance computing committee feedback. Feedback from Research Computing Plan.

Notes:

Measurement Period End Date and Results/Actions:
2/1/2008Criterion met: N/A

Measurement Results:

- The Communication Infrastructure Upgrade Project was initiated in 1998 to upgrade wiring in all buildings on campus for use with high speed research and business applications. Information is available on the IT home page [http://www.uab.edu/it](http://www.uab.edu/it) under projects.
- The Internet2 project and Gulf Central GigaPop project have further provided the underlying infrastructure for UAB's present and future research applications. Information about these projects is available at [http://www.uab.edu/internet2/gulf_central_gigapop.html](http://www.uab.edu/internet2/gulf_central_gigapop.html)
- In 2001, the Department of Academic Computing was established to support research computing. [http://www.uab.edu/it/academic/](http://www.uab.edu/it/academic/)
- According to the 2003 Core Data Survey of peer institutions, only 7% of all higher education respondents (844) had greater high performance network capabilities than UAB.
- 2006, The University of Alabama Board of Trustees approved plans for the UA System to connect to the National Lambda Rail.
- IT reorganized to collapse Academic Computing with Infrastructure and Networking to provide High Performance Computing Services.

Measurement Actions:
Complete connection to the National Lambda Rail and Regional Optical Networks (RON) for the state of Alabama.

Continued feedback through the IT Advisory Committee, Research/IT Coordination meetings, Shared High Performance Computing Committee

Continued participation in the EDUCAUSE Core Data Survey.

Complete the Research Computing Plan and circulate for feedback.

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<th>Measurement Period Start Date and Title: (Administrative Office-wide Outcomes)</th>
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<td>10/1/2006 Support for administrative research processes</td>
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**Criterion to be met:**

Researchers and administrators will be able to easily submit grants on-line and follow all internal and external requirements. Researchers and administration will have appropriate IT support systems and access to information.

**Measurement Description:**

Monthly coordination meetings will occur for overall coordination.

Organize to meet the needs of this group.

**Measurement Period End Date and Results/Actions:**

12/31/2008 Criterion met: No

**Measurement Results:**

AVP for Administrative Systems was hired in 2006 and given responsibility for research support systems as well as HR, Finance, Student and other business systems.

**Measurement Actions:**

Dedicate staff for requirements gathering.

Complete the forms project as phase I.

Determine if systems exist that will meet the overall needs/requirements

Propose a capital project to address the overall support needs