



**OHECC**  
Ohio Higher Education Computing Council  
**2010 Conference**

**TECHNOLOGY  
WITHOUT  
BOUNDARIES**

**May 12-14, 2010**  
**Akron, OH**

**The  
University  
of Akron**

## OHECC 2010 | *Welcome*

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With a theme of “Technology Without Boundaries”, this year’s conference looks at where we are, where we’re going, and how we’ll get there. What was once a cumbersome network of hardwired dumb terminals, dial-up modems, and basic programs is now pocket-sized mobility, greater storage, and faster processing. Will the next technology leap take us to the cloud, to shared services, to even greater innovations? From hardware, software, and business processes, this year’s conference will explore the present and the future of IT in higher education.

The University of Akron is proud to host the Ohio Higher Education Computing Council (OHECC) 2010 Conference. Pre-conference events are held Wednesday morning and the full conference begins with lunch that day at 11:30 a.m. Conference events are held in the Student Union, as well as a special evening of entertainment at E.J. Thomas Performing Arts Hall — Backstage.

### **OHECC Program Committee:**

Cathy Bindewald - The Ohio State University

Mary Clem - Wright State University

Ricki Davidge - Miami University

Heather Humphreys - Ohio University

Herb Matheny - The University of Akron

William Shepard - Cleveland State University

Deb Wells - Bowling Green State University

Dan White - Shawnee State University

Mark Young - University of Cincinnati

### **The University of Akron Host Committee:**

Mike Giannone, Co-chair

Herb Matheny, Co-chair

Susan McKibben    Michaëlle Phillips

Wendy Lampner    Eric Kreider

Jeanette Carson    Chris Collins

Patrick Tabatcher    Neal L’Amoreaux

Holly Mothes

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## Conference Speaker | Howard Charney , Cisco

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### Conference Keynote

Senior Vice President Howard Charney is a member of Cisco's Office of the President and Executive Staff and reports directly to CEO John Chambers. He contributes to Cisco's strategy and direction and advises customers on implementing critical Internet technologies to improve productivity and competitiveness. He is the company's Executive Sponsor for the Special Administrative Regions of Hong Kong and Macau.

During more than 30 years in Silicon Valley, Charney has overseen the development and proliferation of key technologies that led directly to the global build-out of the Internet. After joining Cisco with the acquisition of Grand Junction Networks, he helped grow Cisco's new two-tier distribution business to more than US\$2.4 billion and, with Cisco's brand and market momentum, helped turn Fast Ethernet and low-cost switching into fundamental, global Internet technologies.

Previously, Charney founded Grand Junction Networks in 1992. Grand Junction invented Fast Ethernet and low-cost switching, which transformed the economics of switching. In 1980 Charney cofounded 3Com, the progenitor of Ethernet and local area networking. 3Com's breakthrough technologies enabled Internet access to the desktop.

A licensed patent attorney, Charney belongs to the State Bar of California and the Federal Bar. He sits on the boards of several technology companies and on the advisory board for the Center for Science, Technology and Society at Santa Clara University. He holds bachelor's and master's degrees in mechanical engineering from Massachusetts Institute of Technology, and master's of business administration and juris doctor degrees from Santa Clara University.

## Conference Speaker | John Mullen, Jr., *Dell*

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### CIO Meeting Keynote

John E. Mullen, Jr. serves as Vice President/General Manager of Dell's Education, State and Local Government businesses. He is also responsible for Dell's global Higher Education strategy and solutions. Dell is a leading technology provider to Education and Government in the United States and Mullen is responsible for sales, marketing, services, and customer support to these markets. He reports to Frank Muehleman, Vice President and General Manager, Dell Public Business Group.

Mullen joined Dell in September 1999 as Director of Sales for the Higher Education segment. Prior to joining Dell, Mullen spent 13 years at Hewlett-Packard, most recently as Director of Hewlett Packard's Eastern Region Services Business. Other assignments while at Hewlett-Packard included Global Account Services Manager, North American Services Sales and Marketing Manager as well as other sales, marketing and product management responsibilities. Before joining Hewlett-Packard, Mullen held various sales management positions with Dow Chemical Co. and Raychem Corporation. He earned a bachelor's degree in Mechanical Engineering from Michigan State University in East Lansing, MI, and an MBA from Santa Clara University.

## Conference Speaker | Mark Adams, *EnthusiAdams*

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### General Session: Motivational Talk

Mark Adams is ESPN's best prepared college basketball analyst and one of the great public speakers in America. Whether it be a game broadcast or a corporate speech, Adams always brings his 'A' Game.

A former college basketball coach, Mark is prepared, entertaining, educational, and always passionate during his broadcasts and presentations. From the time the lights go on until the final buzzer goes off, you can expect only his Career Best Effort.

He is the author of five books, most recently, "Redwoods- Spread Your Roots and Coach Your Team to Success!", "Winning in Overtime: Championship Sales Strategies From a Championship Coach!", and two children's stories titled "Bucky's Best Friend" and "A Boy Named Bucky".

## Full Conference Schedule | *Wednesday, May 12*

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*Please note: All Wednesday events are held at the Student Union, Dinner is at E.J. Thomas*

- 7:30 a.m. — All day**      **Buses begin running to / from hotels**
- 7:30—8:45 a.m.**      **Continental Breakfast** in Student Union and hotels
- 8:00 a.m. - 4:00 p.m.**      **Check-in & Registration:** Student Union, 3rd Floor Lobby
- 9:00 - 11:00 a.m.**      **Pre-conference:** OARnet Meeting  
(Open to OHECC attendees)  
*Led by:* Pankaj Shah, OARnet  
*Location:* Student Union Ballroom B  
*Description:* See page 24
- Pre-conference:** Identity Management  
*Led by:* Steve Bradley, Wolcott Group  
*Location:* Student Union Room 335  
*Description:* See page 24
- 11:30 a.m.—12:15 p.m.**      **Lunch:** Student Union Ballroom A
- 12:15 —1:15 p.m.**      **Keynote:** “Driving the Smart Revolution in Ohio”  
*Presented by:* Howard Charney, Sr. VP Cisco, with  
introduction by Jim Sage, VP & CIO, The University of Akron  
*Location:* Student Union Ballroom A  
*Description:* See page 23  
**Sponsored by Cisco**
- 1:15 —1:30 p.m.**      **Break**  
**Refreshments Sponsored by Lake Business Products**
- 1:30 —2:30 p.m.**      **CIO Keynote:** “The Connected Campus from Dell”  
*Presented by:* John Mullen, Jr., VP & GM, Dell  
*Location:* InfoCision Stadium, President’s Suite  
*Description:* See page 23  
**Sponsored by Dell**
- 1:30 —2:45 p.m.**      **Vendor Session 1 (see page 16 for descriptions)**  
*Title:* Building Your Private Cloud: Server, Desktops, and  
Applications  
*Presented by:* Mark Richards, VMware, and Rob McCafferty,  
E-Safe Technologies  
*Location:* Student Union, 308

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*Wednesday’s Schedule continues on next page*

## Full Conference Schedule | *Wednesday, May 12*

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*Please note: All Wednesday events are held at the Student Union, Dinner at E.J. Thomas*

**Title:** The Value of System Center Configuration Manager for Enterprise Software Deployment

**Presented by:** Paul Ozanich, Blue Chip Consulting Group, and Nathan Sterret, The University of Akron

**Location:** Student Union, 310

**Title:** Cisco 2010 Annual Security Report

**Presented by:** Mark Pomorski, Cisco, and Bob Hogle, University of Toledo

**Location:** Student Union, 312

**Title:** SOA and the Roadmap to Integration Success

**Presented by:** Tom Payne and Chris Mercer, Ciber, and Shelley Ruff, Ohio University

**Location:** Student Union, 314

**Title:** No Limits: Maximizing Support and Training Opportunities

**Presented by:** Deb Meester, Atomic Learning, and Sue McKibben, The University of Akron

**Location:** Student Union, 316

**Title:** Not Just for Parlor Tricks: Smart Phones in Education

**Presented by:** Linda Uhreholt and Danielle Jasper, AT&T

**Location:** Student Union, 335

**2:45 — 3:00 p.m.**

**Break - Snacks & Refreshments**

**3:00 — 4:15 p.m.**

**Vendor Session 2 (see page 17 for descriptions)**

**Title:** Sinclair Community College: Securing the Access Layer for Efficiency and Effectiveness

**Presented by:** Scott McCollum, Sinclair Community College, and Enterasys

**Location:** Student Union, 308

**Title:** iSCI: Has the Time Arrived for Real Production Use?

**Presented by:** David Griggs, Dell, and Robert Hogle, Bob Bartels, and Sarah Felske, University of Toledo

**Location:** Student Union, 310

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*Wednesday's Schedule continues on next page*

## Full Conference Schedule | Wednesday, May 12

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*Please note: All Wednesday events are held at the Student Union, Dinner at E.J. Thomas*

**3:00 — 4:15 p.m.**  
(continued)

**Title:** Building the Identity Infrastructure: From Landscape Survey to Cutting the Ribbon  
**Presented by:** Matt Dalton, Ohio University, and Steve Bradley, Wolcott Group  
**Location:** Student Union, 312

**Title:** Data Center Power Infrastructure  
**Presented by:** Ben Tanchon, E Technologies, and Guy Marrelli, The University of Akron  
**Location:** Student Union, 314

**Title:** Presentation Layer: The CMS as Manager  
**Presented by:** Tim Brigham, dotCMS, and Eric Kreider, The University of Akron  
**Location:** Student Union, 316

**Title:** Using Desktop Virtualization to Access Advanced Educational Software Programs  
**Presented by:** Ann Zimmerman, T.J. Sandor, OARnet, and Don Stredney, Ohio Supercomputer Center  
**Location:** Student Union, 335

**4:15 — 5:30 p.m.**

**Break**

**5:30 — 6:15 p.m.**

**Reception at E.J. Thomas Performing Arts Hall (Back Stage entrance):** Hors d'oeuvres and drinks; murder mystery begins  
**Sponsored by E-Safe Technologies and Akorri Balance Point Software**

**Presidential/CIO reception:** Private reception  
**Sponsored by Cisco and Dell**

**Evening Entertainment:** GR Improv Murder Mystery  
**Sponsored by VMware**

**6:30 — 8:00 p.m.**

**Dinner:** With the conclusion to the Murder Mystery  
**Sponsored by Oracle**

**8:30 — ?**

**After Hours:** at Sheraton Bar and Quaker Square Bar

**9:00 p.m.**

**Last bus departs E.J. Thomas for hotels.**

## Full Conference Schedule | Thursday, May 13

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*Please note: All Thursday events are held at the Student Union*

- 7:30 a.m. — All Day**      **Buses begin running to/from hotels**
- Breakfast:** Complimentary at hotels  
**Sponsored by DPSciences/RSA**
- 8:00 a.m.—4:00 p.m.**      **Registration:** Student Union, 3rd Floor Lobby
- 9:00 a.m.—5:00 p.m.**      **VENDOR SHOWCASE:** Student Union Ballrooms B, C, Atrium
- 8:45 — 9:30 a.m.**      **Breakout Session 1 (see page 18 for descriptions)**
- Academic Technologies Track**  
*Title:* Facilitating an Innovative Course Design Approach  
*Presented by:* Candi Morris and Rebecca Simmons, Ohio University  
*Location:* Student Union, 308
- Application Development Track**  
*Title:* Expanding Your Application Development Resources Using Student Employees  
*Presented by:* Matt Bungard, The University of Akron  
*Location:* Student Union, 310
- Client Services Track #1**  
*Title:* Print Responsibly  
*Presented by:* Deb Wells, Josh Von Lehmden, Bowling Green State University, and Steve Lynn, ComDoc  
*Location:* Student Union, 312
- Client Services Track #2**  
*Title:* Technology Trendspotting in Student Populations  
*Presented by:* Stephen Fischer, The Ohio State University  
*Location:* Student Union, 314
- Leadership / Management Track**  
*Title:* Engaging the Crowd in IT Strategic Planning  
*Presented by:* Kathleen Brinkman, Miami University  
*Location:* Student Union, 316
- Security Track**  
*Title:* Changing Your Perimeter Firewall Posture: How to Minimize the Pain  
*Presented by:* Joe Bazeley, Miami University  
*Location:* Student Union, 335

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*Thursday's Schedule continues on next page*

## Full Conference Schedule | Thursday, May 13

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*Please note: All Thursday events are held in the Student Union*

9:30 — 9:45 a.m.

**Break**

**Refreshments Sponsored by Lake Business Products**

9:45 — 10:30 a.m.

**Breakout Session 2 (see page 19 for descriptions)**

**Academic Technologies Track**

*Title:* 5,4,3,2,1: Counting Down Benefits and Steps to Implementation of Clicker Technology at The University of Akron

*Presented by:* Evangeline Varonis and James Newhall, The University of Akron

*Location:* Student Union, 308

**Application Development Track**

*Title:* Cloud-Sourcing Email with Outlook Live

*Presented by:* David Alexander, Ohio University

*Location:* Student Union, 310

**Client Services Track**

*Title:* To Build, Or Not to Build: What M-learning Means for Your Computer Lab

*Presented by:* Will Davis, Wright State University

*Location:* Student Union, 312

**Leadership / Management Track #1**

*Title:* Dashboards: Information for Strategic Decisions

*Presented by:* Jack Kurtz, Stark State College

*Location:* Student Union, 314

**Leadership / Management Track #2**

*Title:* Shared Services is a Two-Way Street

*Presented by:* Susan Rzeczycki, The University of Akron, and Marjorie Hidlebrand, Lorain County Community College

*Location:* Student Union, 316

**Security Track**

*Title:* Managing Personal and Professional Sensitive Information

*Presented by:* Jason Rakers, Youngstown State University

*Location:* Student Union, 335

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*Thursday's Schedule continues on next page*

## Full Conference Schedule | Thursday, May 13

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*Please note: All Thursday events are held in the Student Union*

- 10:30 — 10:45 a.m.**      **Break**
- 10:45 a.m. - 12:15 p.m.**    **General Session: Play to Your Strengths**  
*Presented by:* Mark Adams  
*Location:* Student Union Theater, Student Union, 2nd Floor  
*Description:* See page 23  
**Sponsored by Enterasys Networks**
- 12:15 — 1:30**                **Lunch: ZipCards — \$15 — activated from 12:15 until 1:30 p.m.** Cards can be used at any of the restaurants on the 2nd Floor and Zee's on the 1st Floor of the Student Union. All locations also accept credit cards. Dessert is provided in Vendor Showcase area on the 3rd Floor.  
**Sponsored by Juniper Networks**
- 1:30 — 2:15 p.m.**            **Breakout Session 3 (see page 20 for descriptions)**
- Academic Technologies Track**  
*Title:* 100% Focused: Improving Student Learning Outcomes with a Lecture Capture System at The University of Akron  
*Presented by:* James Newhall, The University of Akron  
*Location:* Student Union, 308
- Application Development Track**  
*Title:* Using an Application Portfolio to Maximize Application Investment  
*Presented by:* Stephen Fischer, The Ohio State University  
*Location:* Student Union, 310
- Client Services Track**  
*Title:* Save the Trees, Save the Budget  
*Presented by:* Charles Tuite and Todd Phelps, Ball State University  
*Location:* Student Union, 312
- Leadership / Management Track #1**  
*Title:* Software Asset Management: Why it is Important and How to Get Started  
*Presented by:* Peggy Sander, Miami University  
*Location:* Student Union, 314

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*Thursday's Schedule continues on next page*

## Full Conference Schedule | Thursday, May 13

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*Please note: All Thursday events are held in the Student Union*

**1:30 — 2:15 p.m.**  
(continued)

**Leadership / Management Track #2**

**Title:** The Benefits of Project Management Methodologies  
**Presented by:** John Corby, Suzanne Testerman, and Deb White, The University of Akron  
**Location:** Student Union, 316

**Security Track**

**Title:** Using an Information Security Framework to Enhance University Security Initiatives  
**Presented by:** Shawn Sines and Jennifer Kutz, The Ohio State University  
**Location:** Student Union, 335

**2:15 — 2:30 p.m.**

**Break**

**2:30 — 3:15 p.m.**

**Breakout Session 4 (see page 21 for descriptions)**

**Academic Technologies Track**

**Title:** “Computer Labs”: Take Five  
**Presented by:** Jerry Hensley, Wright State University  
**Location:** Student Union, 308

**Application Development Track**

**Title:** Desktop and Application Virtualization Using VMware Technology  
**Presented by:** Joshua Spencer, The University of Toledo  
**Location:** Student Union, 310

**Client Services Track**

**Title:** Using Online Chat at the Help Desk  
**Presented by:** Jonathan Jackson, Wright State University  
**Location:** Student Union, 312

**Leadership / Management Track #1**

**Title:** Shared Services: MU/WSU Software Licensing  
**Presented by:** Verne Smith, Wright State University, and Peggy Sander, Miami University  
**Location:** Student Union, 314

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*Thursday's Schedule continues on next page*

## Full Conference Schedule | *Thursday, May 13*

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*Please note: All Thursday events are held in the Student Union*

### **Leadership / Management Track #2**

*Title:* Communication Without Borders

*Presented by:* Jean Demosky, Ohio University

*Location:* Student Union, 316

### **Security**

*Title:* Improving InfoSec Communication Panel

*Presented by:* Joe Bazeley, Miami University; Kevin McLaughlin, University of Cincinnati; Matt Haschak, Bowling Green State University; Matthew Dalton, Ohio University

*Location:* Student Union, 335

**3:15 — 4:00 p.m.**

**Break:** ICE CREAM BREAK! In the Vendor Showcase area  
Student Union Ballrooms B, C and Atrium

**4:00 — 4:45 p.m.**

**Breakout Session 5 (see page 22 for descriptions)**

### **Applications Development Track #1**

*Title:* Ian: A Model for Unification and De-Siloing of Data

*Presented by:* Charles Tuite, Ball State University

*Location:* Student Union, 308

### **Application Development Track #2**

*Title:* Migrations (1) Novell to Windows, (2) Sendmail to Exchange

*Presented by:* Robin Robin, Miami University

*Location:* Student Union, 310

### **Application Development Track #3**

*Title:* Using Structured Data for Consistency in Web Content Management

*Presented by:* Brad Rice, The University of Akron

*Location:* Student Union, 312

### **Client Services Track**

*Title:* Grassroots Tech Support

*Presented by:* Ron Dickerhoof, The University of Akron

*Location:* Student Union, 314

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*Thursday's Schedule continues on next page*

## Full Conference Schedule | Thursday, May 13

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*Please note: All Thursday events are held in the Student Union*

**4:00 — 4:45 p.m.**  
*(continued)*

**Leadership / Management Track #1**

**Title:** Vendor and Negotiation Strategies: Lessons Learned  
**Presented by:** Renee Perry and Aaron Leatherwood, Ohio University  
**Location:** Student Union, 316

**Security Track**

**Title:** A.L.I.C.E. (Alert, Lockdown, Inform, Counter, Evacuate)  
**Presented by:** Officer Chad Cunningham and Holly Mothes, The University of Akron  
**Location:** Student Union, 335

**4:45 — 5:30 p.m.**

**Break**

**5:30 — 6:45 p.m.**

**Reception:** Student Union, 2nd Floor (Starbucks area)  
Hors d'oeuvres and drinks  
Guitarist: Adam Keeler  
Magician: Rick Smith, Jr.  
Photographer: Jeff Dumire  
**Sponsored by SHI**

**6:45 — 8:15 p.m.**

**Dinner:** Buffet Style  
Magician Performance  
Student Union Ballroom A  
**Sponsored by dotCMS**

**8:15 — 11:00 p.m.**

**Evening Entertainment:** Student Union, 1st Floor  
Bowling, Pool tables  
Live Band — Roxymoron  
Feature Film: Student Union Theater  
**Sponsored by ComDoc and IMAGINiT Technologies**

**11:00 p.m.**

**Last call**

**11:30 p.m.**

**Last bus departs Student Union for hotels.**

## Full Conference Schedule | *Friday, May 14*

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*Please note: All Friday events are held in the Student Union, except tours*

**7:30 a.m. — 12:00 p.m.** Buses begin running to / from hotels

**Breakfast:** Complimentary at hotels  
**Sponsored by DPSciences/RSA**

**8:00 a.m.—12:00 p.m.** **Registration / Information:** Student Union, 3rd Floor Lobby

**9:00 —10:30 a.m.** **Tours:** InfoCision Football Stadium and Athletic Complex

### Roundtable Sessions

#### **Mobile Initiatives**

**Moderator:** Verne Smith, Wright State University  
**Location:** Student Union, 308

#### **Delivery of Knowledge**

**Moderator:** Mark Young, University of Cincinnati  
**Location:** Student Union, 310

#### **Security**

**Moderator:** Jodi Faloba, The University of Akron  
**Location:** Student Union, 312

#### **Social Networks**

**Moderator:** Kim McClain, Ohio University  
**Location:** Student Union, 314

#### **Client Services**

**Moderator:** Dan White, Shawnee State University  
**Location:** Student Union, 316

#### **Help Desk**

**Moderator:** Mary Clem, Wright State University  
**Location:** Student Union, 335

**10:45 —11:30 a.m.** **Forum:** “Shared Services” (Panel Discussion)  
**Moderator:** Mike Giannone, The University of Akron  
**Location:** Student Union, Ballroom A  
**Description:** See page 24

**11:30 a.m. -12:30 p.m.** **Lunch:** Student Union Ballroom A  
Sit down /pack 'n go. \$25 gas card to those attending lunch.  
**Location:** Student Union Ballroom A  
**Sponsored by AdvizeX Technologies**

## Vendor Session 1 | *Descriptions*

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### **“Building Your Private Cloud: Server, Desktops and Applications. UA Case study.”**

Leverage the power of cloud computing with the flexibility and open standards in your existing IT infrastructure with VMware’s cloud services, offering unique solutions and on-demand services to run, secure, and manage applications in the private cloud or have them federated on-demand to partner-hosted public clouds. This talks will present the use case for virtual desktops in both student and faculty settings, detail success metrics, and highlight the benefits directly presented to The University of Akron.

### **“The Value of System Center Configuration Manager for Enterprise Software Deployment”**

This presentation will focus on the value of System Center Configuration Manager (SCCM) for application and operating system patch deployments, tools, and functionality to improve client support, and various migration paths to update existing Systems Management Server (SMS) infrastructures to SCCM.

### **“Cisco 2010 Annual Security Report”**

The report includes information about 2010 global threats and trends as well as security recommendations. Managing and securing today’s distributed and agile network is increasingly challenging, with cloud computing and sharing of data threatening security norms. Online criminals continue to exploit users’ trust in consumer applications and devices, increasing the risk to organizations and employees. The new Cisco Cybercrime Return on Investment Matrix tracks the performance of the underground online criminal marketplace, helping organizations understand the latest targets.

### **“SOA and the Roadmap to Integration Success”**

Ohio University has embarked on one of the most dynamic and robust system deployments in its history. The student information system replacement project, "RUFUS", is a two-year project to implement not only a new SIS but also to roll-out SOA as the foundation for all integration. With consulting partner CIBER helping, Ohio University is deploying a new integration framework through SOA. This presentation will discuss the roadmap for the SOA deployment and the lessons learned.

### **“No Limits: Maximizing Support and Training Opportunities”**

Looking to make the most of limited resources? Learn how a single solution allows you to extend support, enhance face-to-face development, and expand training opportunities. This session will give real-world examples and advice from The University of Akron and an overview of Atomic Learning’s cost-effective support and training solution.

### **“Not Just for Parlor Tricks: Smart Phones in Education”**

Smart phone parlor tricks are on the rise. Have your fortune read, learn amazing card tricks that astound audiences all from a smart phone! Makes sense since magicians have always been among the first to learn about new technologies. This session will be an overview of how the iphone, Blackberry, or whatever smart phone can create the magical connections in higher education. Apps that even locate hidden assets and that mysteriously push training out to staff will be part of the show. Join us for a very lively discussion. We do have magic tricks and new smart phone applications up our sleeves. No Magician Oath required.

## Vendor Session 2 | Descriptions

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### **“Sinclair Community College: Securing the Access Layer for Efficiency and Effectiveness”**

Sinclair Community College delivers reliable and secure voice, video, and data communications to approximately 25,000 students, 2,000 employees, and 9,000 networked devices throughout 20 buildings at the main campus in addition to four remote facilities. The Secure LAN Project enables Sinclair to authenticate users and devices before they are granted access to the network, then dynamically assign a set of role-based privileges to ensure only the right people have access to the right information from the right place at the right time. The transient nature of students and instructors (along with local businesses and community organizations that use Sinclair’s training facilities) requires flexible, on-demand access to internal, external, and internet resources while assuring the integrity of Sinclair’s IT infrastructure. If you want to drive efficiency and effectiveness in IT operations while keeping costs down, this presentation is for you.

### **“iSCSI: Has the Time Arrived for Real Production Use?”**

Facing an aging Fiber Channel storage area network and ever increasing storage demands for virtualization, file shares, email, and ERP databases, the University of Toledo worked with Dell to understand the options for traditional Fiber Channel SANs as well as the innovative iSCSI-based EqualLogic virtualized SAN solution. Seeing the architectural benefits to long-term storage management, The University of Toledo selected EqualLogic as the storage platform for the mainstream university applications going forward. This session will review the various stages of this process and highlight how this will help long-term cost control and storage management enhancements for future cost savings.

### **“Building the Identity Infrastructure: From Landscape Survey to Cutting the Ribbon”**

Identity Management has grown organically in several higher education institutions over the past decade. Ohio University recently implemented a new IdM system. This presentation illustrates how Ohio University worked with Wolcott Group and IBM to create an effective strategy, and how picking the right partners is essential to the success of an IdM project.

### **“Data Center Power Infrastructure”**

A discussion about UPS protection and Future Growth Flexible Power Distribution Data Center Enclosures and Cooling.

### **“Presentation Layer: The CMS as Manager”**

Multiple systems in every university have need for providing content management. Most of the time this involves multiple interfaces, permissioning systems, and training demands. This presentation will tell how The University of Akron is leveraging the open source dotCMS to provide a single point of content management for multiple systems.

### **“Using Desktop Virtualization to Access Advanced Educational Software Programs”**

Virtualization of desktops along with applications and data has numerous benefits, including reduction in hardware procurement budgets, reduction in operational and maintenance costs, and “Green IT” due to lower space and energy use. This talk describes the VMLab testbed developed at OARnet in collaboration with VMware, IBM, and Ohio campus partners to evaluate desktop virtualization performance and savings. It presents results and experiences from VMLab experiments on VDI scalability/reliability, and remote desktop protocols performance.

## Breakout Session 1 | *Descriptions*

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### **“Facilitating an Innovative Course Design Approach”**

In the past, the department of Academic Technology at Ohio University struggled with faculty training. Faculty are too busy, schedules are not flexible, and the technological experiences are so vast that it is difficult to meet all needs in one session. As a result, faculty needs are unmet and workshop facilitators are frustrated. The Center for Teaching and Learning, Center for Writing Excellence, and OIT's Academic Technology held an intensive week-long Course Design Studio to provide help and resources for faculty to design or re-design a course using a consultative, community-building approach. The participants were extremely pleased with the resources and collaborative environment and requested a meeting to compare their outcomes.

### **“Expanding Your Application Development Resources Using Student Employees”**

A University of Akron team focuses its application development skills on non-ERP projects. These projects are often smaller and may be overlooked. Student developers make up the core of this team. Through their efforts combined with the leadership of full-time staff members, this team has delivered significant cost savings to campus departments while providing much need functionality at little to no cost. Additionally, these students gain real-world experience.

### **“Print Responsibly”**

Print Responsibly is a new, more cost-effective way to handle everyday printing and other tasks like copying, scanning, and faxing at Bowling Green State University. The University will contract with a company with expertise in managing print services. BGSU will no longer own any non-specialized printers, copiers, fax machines, or scanners, and will not be responsible for purchasing/replacing toner or other materials or maintenance costs. The University will simply pay a per page price for printing/copying/faxing services.

### **“Technology Trendspotting in Student Populations”**

A lot of information is thrown around concerning students' use of technology and their expectations of their universities. The Office of Student Life at The Ohio State University decided to survey students, do some research to assess students' use and expectations, and make investment decisions based on empirical data. This presentation will highlight a large-scale survey that OSU Student Life has done for two years accompanied by some other published research.

### **“Engaging the Crowd in IT Strategic Planning”**

How do we create an environment in which students, faculty, and staff are willing to contribute their ideas for the future of IT? Tag along on our journey in the use of crowdsourcing as our primary method of interaction with the campus on the future of IT. This session provides the background and status of our strategic planning initiative: IT@Miami Ideas Campaign.

### **“Changing Your Perimeter Firewall Posture: How to Minimize the Pain”**

An overview of the process Miami followed to switch its perimeter firewall from an open (default allow) to a closed (default deny) posture, including how the University involved / communicated with the areas that would be impacted and prepared for the inevitable breaking of applications. The presentation can serve as a blueprint you can follow to change your perimeter firewall to a more secure posture.

## Breakout Session 2 | *Descriptions*

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### **“5, 4, 3, 2, 1: Counting Down Benefits and Steps to Implementation of Clicker Technology at The University of Akron”**

The University of Akron has supported clicker technology since 1994, with implementation growing from use only in academic courses to use by administrative departments for training and special events. This presentation will review research in clicker technology, discuss UA implementation, and report on recent survey results. The presenters both support the technology and use it in a class they co-teach.

### **“Cloud-Sourcing Email with Outlook Live”**

In Fall 2009, Ohio University completed the migration of over 100,000 student and alumni email accounts to Microsoft's Outlook Live hosted email service. This presentation will provide a case study of the migration focusing on the technical challenges of the migration and the communication challenges of driving student adoption of this new service.

### **“To Build, Or Not to Build: What M-learning Means for Your Computer Lab”**

The coordinator of an award-winning student technology center will facilitate a powerful discussion about today's mobile learning trends and how they will affect tomorrow's computing environments.

### **“Dashboards: Information for Strategic Decisions”**

Management at all levels needs information for decision making. Strategic level decision making requires highly focused information relating directly to the organization's strategic plan and Key Performance Indicators. Stark State College is in the process of implementing such a dashboard using data from its Oracle-based Operational Data Store and Enterprise Data Warehouse and new Argos-based presentation tools. This session will focus on the requirements for the dashboard, implementation approach, lessons learned, and future direction.

### **“Shared Services is a Two-Way Street”**

Learn how Lorain County Community College and The University of Akron partnered together to benefit both their individual institutions and eventually the entire State of Ohio by implementing a shared services model. The strategy of keeping the institutions separate and independent, while still sharing some necessary services, allowed them to create a proof-of-concept that small schools can repurpose to make education affordable without having to abandon their identity or sacrifice their unique and valuable ideas.

### **“Managing Personal & Professional Sensitive Information”**

Generating effective employee awareness for the risks of handling sensitive information is critical to enforcing policy on campus. Through combining the education of employees on recommended best practices for safeguarding sensitive information, with awareness of current University policies, and the use of automated detection methods, Youngstown State University has been able to tackle a major step towards compliance with applicable laws and regulations.

## Breakout Session 3 | *Descriptions*

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### **"100% focused: Improving Student Learning Outcomes with a Lecture Capture System at The University of Akron"**

In January 2009, The University of Akron introduced lecture capture technology by adopting Panopto CourseCast offered through Panopto's Socrates Program. This presentation will outline the rollout of the technology and detail the challenges that were faced both technically and academically. Examples from specific disciplines will be offered.

### **"Using an Application Portfolio to Maximize Application Investment"**

Most institutions have millions of dollars invested in various applications spread through the enterprise. Without comprehensive and accurate insight into these applications, it is impossible to make intelligent investment decisions. Application Portfolio Management is a simple yet effective way to capture the data to maximize application investment. This presentation will explain how Student Life IT at The Ohio State University has created an application portfolio to better manage resources. It will share some successes, failures, and how the Student Life IT is using the data.

### **"Save the Trees, Save the Budget"**

As part of the move to save budget and be more environmentally conscious, Ball State University is in the process of fast-tracking the movement of reports from physical delivery of both traditional legacy sources and point-solution report sources into its virtualized Enterprise Content Management system. This presentation details some best practices and suggestions developed from the efforts involved in shifting a campus away from its dependence on paper and its "single-use" life to focus on the added value derived from placing that information into electronic form.

### **"Software Asset Management: Why it is Important and How to Get Started"**

This presentation is a discussion of Software Asset Management principles/processes and why it is important to your organization. It provides the necessary steps to get started and discusses where Miami University is in the process.

### **"The Benefits of Project Management Methodologies"**

This presentation will review the benefits of using project management methodology and concepts to manage change in an IT organization.

### **"Using an Information Security Framework to Enhance University Security Initiatives"**

Standards are big in industry, but in the world of information security they assist organizations in understanding the impact of security processes and establishing programs and initiatives with a holistic view. How can a university use an information security framework to enhance and improve its overall IT security and risk management posture? Which frameworks exist and how can we leverage them?

## Breakout Session 4 | *Descriptions*

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### **“Computer Labs:’ Take Five”**

This presentation will look at trends in public computing of the academic setting. The discussion is broken into the five areas of facilities, administration, deployment, software configurations, and accessibility. Audience comments and questions will be invited to facilitate the sharing of experiences in this area. Focus will be placed on emerging trends as they relate to current best practices.

### **“Desktop and Application Virtualization Using VMware Technology”**

Today the University of Toledo has more than 400 virtual machines accessible to its student body from anywhere in the world, around the clock. The University has virtualized several of its most critical clinical applications improving desktop stability and user uptime. By May 2010, the University will have completed a 300-thin client roll-out in the hospital backed by virtual machines. The presentation is a follow up to last year’s “Desktop and Application Virtualization” discussion by the same presenter.

### **“Using Online Chat at the Help Desk”**

Two years ago, the CaTS Help Desk began using a free, open-source, online chat system as another point-of-service for clients requesting assistance. In 2009, the first full year online, the Help Desk responded to 644 chat requests. This presentation will demonstrate the features of the CraftySyntax system, including using it in multiple departments, chat operator rights, canned responses for common questions, and viewing chat transcripts. It will also discuss how the Help Desk implemented the system.

### **“Shared Services: MU/WSU Software Licensing”**

Miami and Wright State have a long history of working together on software licensing issues. In 2009 the two schools decided to look more closely at how they could collaborate and leverage each other’s strengths. Miami now acts as WSU’s reseller for Adobe products and a number of software titles for WSU’s student store. WSU offered to code-share its student store application that closely matched the back-end services used at Miami. This small project may be looked at as a model of how to begin exploring how schools can find common ground and begin working together on shared services. Miami and WSU now have a number of these types of projects established including code sharing, operations and help desk backup, etc.

### **“Communication Without Borders”**

Blending communication strategies on campus. One: Identifying the Levels (public, governance, campus groups, special interest groups, other). What is the message, its value, and the level of detail required? Delivery Methods: video, web, print, email, town halls, personal contacts, other. Two: Successes and challenges. Three: A fun and unique communication method at Ohio University.

### **“Improving InfoSec Communication Panel”**

This session is a panel discussion to discuss restarting the IUC-ISO group and to identify ways to share infosec information among both public and private Ohio schools.

## Breakout Session 5 | *Descriptions*

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### **“Ian: A Model for Unification and De-Siloing of Data”**

One large concern for academic institutions trying to forge ahead is the presence of the data silo. This presentation examines commonly found archetypes found within many institutions, their effects on the siloing process, and some of the potential issues that could arise as the result. After reviewing the archetypes, a theoretical model for effective de-siloing of data is presented to take into account the natural tendencies within those archetypes and use their strengths to support the new model, rather than the status quo.

### **“Migrations: (1) Novell to Windows, (2) Sendmail to Exchange”**

The presentation will describe what Miami went through for: (1) Novell to Windows migration (file systems sharing). (a) What we did and how we did it. (b) On Windows land, how we deal with heterogeneous environments. Tools we build to allow non-Windows clients to feel a bit more accepted. (c) On Windows land, what things are different. (2) Sendmail to Exchange.

### **“Using Structured Data for Consistency in Web Content Management”**

Saving web content as reusable structured content is a good way to allow for shared content across various data consumption and display systems as well as with various departments and colleges. Utilizing dotCMS (UA’s Content Management System), the presentation will demonstrate how to create structures and then how to pull data in a way that makes structured data an important element in presenting information and being able to share information.

### **“Grassroots Tech Support”**

Grassroots support focuses on the interaction between the service delivery agents, usually a reactive help desk or proactive support center, and the end-user. This presentation will identify steps that virtually any service delivery organization can take to improve its relationship with clients and the community at no licensing cost and without need for administrative approval. In the primary example, attendees will learn about how The University of Akron Support Center used a combination of wiki software, YouTube, and other social networking sites to improve self-help delivery for its VPN needs. Attendees will walk away with knowledge of the process for selecting social networking tools, using them in a practical sense, aligning them with industry-standard metrics, and get direct advice on this type of service.

### **“Vendor and Negotiation Strategies: Lessons Learned”**

Software and hardware acquisition and maintenance is second only to staffing in the costs of an IT organization. This presentation will review recent vendor negotiations and strategies that have been effective for Ohio University.

### **“A.L.I.C.E. (Alert, Lockdown, Inform, Counter, Evacuate)”**

What action will you take if an intruder enters an area where you are stationed in? It could be a classroom, the recreation center, student union, library, datacenter, an airport, a store, or a mall? ALICE training is a seminar that will provide attendees with various response options when faced with certain types of crises. This training consists of lecture and practical application scenarios. Program attendees are better prepared, both mentally and physically, to survive the type of crisis that took place at Virginia Tech and Northern Illinois University.

## Keynote & General Session Descriptions

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### **Keynote Title: Driving the Smart Revolution in Ohio**

**Presented by:** Howard Charney. Sr. VP, Cisco

In this lively talk, Charney will explore the potential of the borderless network and the surge in smart technologies to transform society. Charney will discuss how broadband Internet and smart devices are already delivering technology without boundaries – and transforming education, government, healthcare, transportation, the electrical grid, and other vital parts of the economy in Ohio and around the world.

### **CIO Keynote Title: The Connected Campus from Dell**

**Presented by:** John Mullen, VP & GM, Education and Government Sector, Dell

The higher education community has become increasingly competitive for both teaching and research institutions and the demands of faculty and students are higher than ever before. To attract the best and brightest faculty and students, academic institutions must differentiate. But funding is a challenge as traditional sources diminish leaving schools to further compete for grants and other funds. To address these issues, many academic institutions are turning to IT to enhance the teaching and learning environment while working to significantly control or reduce expenses. John Mullen will talk about the Connected Campus from Dell - a holistic approach that connects disparate campus data centers using intensive virtualization strategies that fundamentally change the way IT is consumed. This operating model offers the best of both worlds for centralized and departmental IT groups—expanded computing efficiency, flexibility, and maximum return on investment.

### **General Session Title: Play to Your Strengths**

**Presented by:** Mark Adams, Basketball analyst, ESPN broadcaster

There are many business coaches today but not many real championship coaches. Mark challenges his team members to play to their strengths and the results speak for themselves.

Mark has created an educational experience that shares how he identified his strengths, his co-worker's strengths, and his player's strengths to drive remarkable results. He shares the successes, the failures, and the lessons learned from those experiences.

- Identify your team members' strengths
- Show team members how to use their strengths to gain an "Unfair Advantage"
- Improve individual performance and your university's results . . . one person at a time

Adams has created a culture changing educational experience that will challenge each individual on your team to play to their strengths.

## Pre-conference & Panel Descriptions

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***Pre-conference Title: OARnet Member Meeting (open to all OHECC participants)***

***Led by:*** Pankaj Shah, OARnet

Once again, OARnet will host a Member Meeting as the preconference event for the annual Ohio Higher Education Computing Conference (OHECC), being held this year at The University of Akron. The OARnet meeting will be held at 9:00 a.m., Wednesday, May 12, at the UA Student Union and be followed by lunch and the keynote address at 11:30 a.m. for attendees who are registered for OHECC. OARnet attendees not registered for OHECC will be able to purchase their lunch in one of the Student Union's restaurants before heading out.

A full agenda will begin with comments from Pankaj Shah, executive director of OARnet, who will welcome attendees and summarize OARnet's current initiatives, Board of Director meetings, and Higher Education Advisory Board concerns and recommendations. OARnet staff members from various areas within the organization then will summarize accomplishments, goals, challenges, and upcoming projects.

A representative from the Inter-University Council of Ohio will discuss initiatives of the consortium representing Ohio's public universities. Time will be allotted for questions and an open forum for any questions or recommendations from OARnet members. After completing the agenda, attendees can join the official start of the OHECC conference.

***Pre-conference Title: Identity Management***

***Led by:*** Steve Bradley, Wolcott Group

Steve Bradley, VP of Professional Services at Wolcott Group, is an expert in the IdM field. He has delivered various IdM presentations including, IdM strategies, technologies, tactical implementations, and business alignment.

He has 20 years experience in information technology with a focus on identity and security management. At Wolcott Group, he is responsible for managing the design, delivery and implementation of identity and security management solutions that meet customer needs and keep pace with the constantly evolving regulatory and enterprise requirements.

***Panel Title: Shared Services (Panel Discussion)***

***Moderator:*** Mike Giannone, The University of Akron

***Participants:*** This discussion will examine how some schools are developing shared services initiatives to enhance their IT organizations.

***Location:*** Student Union Ballroom A

## Conference Information

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### Location of Events

Wednesday, Thursday, and Friday events will be held at the Student Union with the exception of Wednesday night's reception and dinner, which will be held at E.J. Thomas Performing Arts Hall (Back Stage entrance).

### Access Information

The University of Akron Student Union, Quaker Square Inn, and Sheraton Cuyahoga Falls are accessible to people with disabilities. If you have physical or communication needs that might impact your participation in the conference, please speak with a conference staff member at the Registration Desk or with a representative at your hotel.

### Internet Access (Kiosks)

Internet access is available at any of the kiosks throughout the Student Union. Simply log in with the ID/Password that was provided to you with your registration materials. Access with the kiosks is Internet only.

### Wireless Networking and VPN

To access wireless while on campus, simply set your SSID to Connect Akron. This free wireless service allows VPN access.

If you have trouble connecting, please ask one of the volunteers working at the conference or go to the registration/information desk on the 3rd Floor of the Student Union.

### Conference Check-in Hours/Registration Desk

The Registration Desk at the Student Union is located on the 3rd Floor.

Check-in Hours:

Wednesday: 8:00 a.m. - 4:00 p.m.

Thursday: 8:00 a.m. - 4:00 p.m.

Friday (for information): 8:00 a.m. to Noon

### Parking

Parking on the campus of The University of Akron is free. Please display the parking permit provided prior to the conference in your windshield. If you need a permit, visit the registration/information desk on the 3rd Floor of the Student Union. While there is parking available throughout the campus, the nearest lot is located under Shrank Hall.

### Shuttle Buses

Throughout the three days of the conference and during all events, Roo buses will run between the Student Union, hotels, and E.J. Thomas Performing Arts Hall. Buses will run between the Student Union and the two hotels throughout the conference.

## OHECC 2010 Sponsors

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## OHECC - A History of Collaboration

The Ohio Higher Education Computing Council was formed in the early 1970s to foster communication between higher education IT professionals across the state of Ohio. Initially, the conference was focused on senior management at the core schools, but over the years was broadened to support the full range of IT roles. OHECC has also welcomed participation from other schools in the region such as Ball State University and the University of Louisville. The first conference was hosted by Bowling Green in the fall of 1976, followed by Kent State in early 1977 and Cleveland State in the fall of 1977.

In 2003, the CIOs from the Inter-University Council formed a Program Committee made up of representatives from five schools to better manage and support an annual version of the OHECC conference. Here is a roadmap of OHECC conferences since its rebirth:

2004 (Spring) Miami University	<b>Future Hosts:</b>
2005 Shawnee State University	2011 University of Cincinnati
2006 Ohio State University	2012 University of Toledo
2007 Bowling Green State University	2013 Shawnee State University
2008 Ohio University	2014 Kent State University
2009 Wright State University	
2010 The University of Akron	

For more information about OHECC, visit [www.ohecc.org](http://www.ohecc.org)

