

University of Cincinnati
Information Technologies (UCit)

Strategic Directions

Academic Year 2009 – 2010

<http://www.uc.edu/ucit/>

A high-performance organization, UCit fulfills an essential role at the University of Cincinnati by providing cost-effective, centralized information technology services to UC students, faculty, and staff, in support of the university's missions in learning, teaching, research, and community services. UCit also provides and supports the university's core administrative computing and telecommunications services.

Essential IT Services

- **Instruction & Research** – support the contemporary classroom and the research community
- **Systems** – manage administrative systems and data in a secure environment
- **Infrastructure** – transport voice, video, and data, and provide mobility
- **Business Affairs** – operate UCit
- **Public Service** – add value to the community
- **Information Security** – protect university data

Strategic IT Goals

- Via information technology and its infrastructure, to:
 - Support attainment of [UC|21](#) goals
 - Provide the university community with access to meaningful and relevant information anytime, anywhere, via any standard device, and maintain the [security](#) of the information
 - Enrich faculty, staff, and students' UC experience, and enable them to succeed
 - Support research and enhance the learning experience
 - Optimize the security, efficiency, and effectiveness of the university's core infrastructure
- Leverage [IT human resources](#) campus-wide
- Continue community outreach
- Communicate in an appropriate and timely manner

Goal: “provide the university community access to meaningful and relevant information ...”

- ***Anytime*** Blackboard, OneStop, GETit,
UCFileSpace, UCit@Langsam,
Employee Self Service, &
Student Information
- ***Anywhere*** Desktop, Remote, Wireless
- ***Any Device*** Telephone, Computer, UC Mobile

Goal: “enrich faculty, staff, and students’ UC experience, and enable them to succeed”

- [Blackboard](#) (Bb)
- [UCit Help Desk](#)
- [OneStop](#) Services
- Student & Employee [GETit](#)
- [Electronic Classrooms](#)
- [Distance Learning](#)
- E-communications, events, & [directory services](#)
- [UCit@Langsam](#), [Public Computer Labs](#), & [Residence Halls](#)
- End User Services ([E-Mail for faculty and staff](#), [E-Mail for students](#), Internet, [Virus](#) & [Spam Defense](#))
- [Licensing and Software Services](#) (Adobe, Mathematica, [Microsoft...](#))
- Hardware Purchasing Programs ([Apple](#), [Dell](#))
- IT training ([FTRC](#), [CET&L](#))
- [Privacy & Security](#) (awareness, identity protection, strong passwords, encryption, vulnerability scans)

Goal: “support research”

- University state-of-the-art network infrastructure (UCNet)
- Connectivity
 - Internet and [Internet2](#)
 - Cincinnati Education Research Fiber Loop ([CERF](#))
 - [OSCnet](#)
- Easy access to the [Ohio Supercomputer Center](#)
- [Computational Medicine Center](#)
- Laboratories ([Vontz Center](#), [Engineering](#), [GRI](#))
- [OhioLINK](#)
- SharePoint, Blackboard, & UCFileSpace as collaborative tools
- Server/Data hosting

Goal: “enhance the learning experience”

- [Faculty Technology Resources Center \(FTRC\)](#)
- [Blackboard](#)
- [Electronic classrooms](#) (planning and support)
- [UCit@Langsam](#), [public computer labs](#)
- [UCFileSpace](#)
- [Instructional Design](#)
- UCit Student Technology Resources Centers ([Steger](#), [Langsam Library](#))
- [First-Year Experience](#)
- Learning communities
- [Presentation Technologies & Services Group \(PTSG\)](#)
- [Video conferencing](#), online conferencing ([Elluminate](#))
- Podcasts and vodcasts

Goal: “transform university processes”

- [IT committee structure](#) (EDUCAUSE case study)
- E-Business (student & employee [GETit](#), jobs, events)
- [Identity management](#) and Central Login Service (CLS)
- Modernize core systems ([UC Flex](#))
- Semester Conversion Systems
- Computer Hardware Hosting Services
- Applications & [Web Site](#) Hosting Services ([Academic Health Center services](#) for east and west campuses)
- Enterprise Application Integration (EAI)
- [Data warehousing](#)
- [Departmental solutions](#)
- Web Content Management (e.g., [MainStreet](#), [Admissions](#))
- Telecommunications ([UC Mobile](#), [Unified Messaging](#), and [Speech Enabled Directory Assistance](#))

Goal: “focus and leverage IT human resources campus-wide”

- University-wide IT [Broadband Program](#)
- IT training ([FTRC](#), [CET&L](#))
- Coordinate and integrate decentralized IT activities
 - IT Coordinators (identified)
 - Webmasters
 - Developers of specialized systems (cooperative solutions)
 - Create portable/sharable system components
 - Share tools improving developer productivity

Goal: “community outreach”

- K-16 – Blackboard hosting for the Catholic Archdiocese of Cincinnati school system
- [Children’s Hospital Medical Center](#)
- State entities:
 - Ohio Inter-University Council of CIOs ([OBR](#))
 - [Ohio Learning Network](#) – Blackboard hosting for state colleges
 - [Ohio Supercomputer Center](#)
 - [OARnet](#)
- The business continuity alliance with The Ohio State University
- Professional organizations and lists ([EDUCAUSE](#), [ACUTA](#)...)
- [CIO Roundtable](#) symposium
- CISO Roundtable Information Security Summit

Goal: “communicate in an appropriate and timely manner”

- Real-time communications:
 - E-news ([News Record](#), [Horizons](#), [UC Calendar](#), [E-Currents](#))
 - Enable campus [emergency communications](#)
 - [UCit now](#)
 - [UCit web site](#)
 - UC and public [LISTSERV®](#) lists
 - Information Security [awareness events](#)
 - Quarterly Information Security briefings
 - [Online documentation](#)
- Two-way communications

Distilled into IT Themes

- **Quality** services to faculty, students, and staff - beyond the industry standard, anytime, anywhere, via any standard device
- **Reinvent** the classroom and **support** research - enable new modes of teaching and learning
- **Reengineer** university processes - e-business
- **Reinforce community** - build an e-MainStreet

“Develop an environment where members of the campus community and the community at large want to spend time – learning, living, playing and staying...”

Delivered on FY09's Agenda:

Continue reinventing the classroom and supporting research

Implemented Blackboard (Bb) upgrades; reorganized FTRC and academic technologies to better serve the university; grew UCit@Langsam; expanded podcasting and [Second Life](#); supported university-wide course survey instrument; developed Researcher gateway in collaboration with CCHMC; introduced vodcasting...

Effect the changes (Core systems model)

Continued stabilizing UC Flex; campus-wide use of university calendaring; IDM (Identity Management) & CLS (Central Login Service) use by many core applications; enhanced Exchange e-mail storage & outsourced student e-mail to Microsoft; assessed viability of UniverSIS; increased server virtualization; developed systems for semester conversion; developed modules for performance based budgeting...

Further Enhance UC Mobile

Enhanced UC Mobile; opened MainStreet store, developed unique plans for faculty and students, expanded wi-fi across campus, including provision for visitors' access, initiated strategic discussions on unified messaging...

Delivered on FY09's Agenda (continued)

- **Increased external funding** via grants and new partnerships

Expanded Blackboard hosting and other external services; Partnering as good business (OSU, Bb, Cisco, MS, IBM, SAP); Second Life hosting and consulting, consolidated computer purchasing...

- **Information Security**

Increased use of the Central Login Service, UC data protection policy in place, established vulnerability scans for all devices connected to the network, developed strong password policy...

Which lead to
an agenda for action in FY'10

- **Continue reinventing the classroom and supporting research**

Refine and deliver instructional technology training, e-portfolio solutions; continue e-classrooms expansion; better publicize the offerings of the IRC and cloud computing at UC, work with local entities on Federated Identity, escalate the use of eProf across the University of Cincinnati...

- **Effect the changes (Core systems model)**

Develop semester conversion modules, prepare disaster recovery contingencies, develop a long-term framework and vendor strategy for unified communications for UC, develop policies for SharePoint use and roll out to community, maintain new web content management system, develop comprehensive strategy for the university's long-term data storage needs, develop a new business model for data port and phone charges...

continued

an agenda for action in FY'10, *continued*

- **Enhance Mobility** (UC Mobile and others)

Enhance services to our mobile workers – include new corporate plans & new apps; increase the user base; expand wireless coverage throughout the university; emphasize IP meeting rather than videoconferences...

- **Increase external funding via grants and new partnerships**

Blackboard hosting extensions; integrative services with the Academic Health Center, establish collaborative opportunities with UC Physicians, initiate discussions with UCHealth, continue collaborative efforts with Children's Hospital...

- **Continue Improving Information Security**

Publicize hard drive encryption, roll out two-factor authentication to users with system administrator access to university systems, develop training systems on UC data protection policy...

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