

University of Cincinnati
office of information technologies

Strategic Directions

Academic Year 2008 – 2009

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

In support of UC's learning, research, and community service missions, UCit provides quality services through strong partnerships and informed leadership.

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

“Imagination is more important than knowledge.”

- Albert Einstein

imagine:

- A wireless community in MainStreet and beyond
- Anytime, anywhere teaching and learning, business, and research

Strategic IT Goals

- Via information technology and its infrastructure:
 - Support attainment of [UC|21](#) goals
 - Make meaningful and relevant information available when, where, and how it is needed, and maintain the [security](#) of the information
 - Enrich the UC experience of faculty, staff, and students, 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
- Outreach to the community
- Communicate in an appropriate and timely manner

Goal: “provide access to meaningful and relevant information when, where and how it is needed”

- **Anytime** [Blackboard](#), [OneStop](#), [GETit](#),
[UCFileSpace](#), [UCit@Langsam](#)
- **Anywhere** [Desktop](#), [Remote](#), [Wireless](#)
- **Any Device** [Telephone](#), Computer, [UC Mobile](#)

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

- [Blackboard](#) (Bb)
- [UCit Help Desk](#)
- [OneStop](#) Services (Student and Employee, [GETit](#))
- [Electronic Classrooms](#)
- [Distance Learning](#)
- E-communications, events, & [directory services](#)
- [UCit@Langsam, public computer labs](#) & residence halls
- End User Services ([E-Mail](#), Internet, [Virus](#) & [Spam Defense](#))
- [Licensing and buying programs](#): ([MS](#), [Dell](#), [Adobe](#), [Apple](#))
- 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](#)
- Research Administration System ([COEUS](#))
- SharePoint as a collaborative tool
- Server/Data hosting

Goal: “enhance the learning experience”

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

Goal: “transform university processes”

- [IT committee structure](#) (EDUCAUSE case study)
- E-business - (Student, Employee, [GETit](#), Jobs, Events)
- [Identity management](#)
- Modernize core systems ([UC Flex](#))
- Computer Hardware Hosting Services
- Applications & [Web Site](#) Hosting Services
- Enterprise Application Integration (EAI)
- [Data warehousing](#)
- [Departmental solutions](#)
- Web Content Management ([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 (defined & identified)
 - Developers of specialized systems (cooperative solutions)
 - Webmasters

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

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
- **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 FY08's Agenda:

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

Bb upgrades; expansion of services in Faculty Technology Resources Center, Presentation Technologies Services Group, Student Technology Resources Center; establishment of UCit@Langsam and Instructional Design Group; rollout of COEUS; services of podcasting and Second Life; network refresh...

- Core systems model – **effect the changes**

Stabilized UC Flex; campus-wide use of university calendaring; identity management...

continued

Delivered on FY08's Agenda (cont'd)

- Mobility - **UC Mobile**

Expanded and enhanced UC Mobile; wireless access expansion both on and off campus; built Wi-Fi zone with guest access; student programming competition...

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

Expansion of Blackboard hosting and other external services; partnering as good business (OSU, Bb, Cisco, MS, IBM, SAP); consolidated computer purchasing...

- **Network refresh**

gigabit desktop capability across the enterprise...

Which lead to

an agenda for action in FY'09

- Continue **reinventing the classroom** and **supporting research**
New applications of survey support and course evaluations, e-portfolio; e-classrooms & Wi-Fi expansion; enhancement of Academic Health Center support leading to researcher gateway to IT support coordinated with CCHMC...
- Core systems model – **effect the changes**
Leverage UC Flex to re-engineer university processes for greater efficiency; assess the viability of UniverSIS; increase server virtualization; improved e-mail services and storage allocation...
- Mobility - **UC Mobile**
Enhance services to our mobile “workers” – including corporate plans, new apps, emergency text messaging; on campus technology store; expansion of Wi-Fi services to the community...
- Increase **external funding** via grants and new **partnerships**
Blackboard hosting extensions; integrative services with the Academic Health Center, UC Physicians & Children’s Hospital...
- **Information Security**
Further develop identity management with strong passwords, comprehensive security logging solutions across central systems, and data encryption services...

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