

**Administration, Operations and ITS
Roundtable
September 9, 2009**

Facilities Management, Planning and Construction

- Last week brought a mixed series of developments on the facilities front. On the plus side, we finally saw the replacement of the registration counter that had impeded workers trying to serve students from an awkward distance. No truth to the rumor that pigs were seen flying above the CAR Building. The counter replacement was a win/win for all concerned.
- On the not-so-positive side, sewer flies continue to vex us in the MAS Building, the kitchen and elsewhere. Faculty and staff are still being inconvenienced despite efforts to rid the work place of this aggravating nuisance. We may have put too many of our eggs in one basket insofar as our hopes have inhered in the renovation of the bathrooms on the lower level of MAS. Rehabilitation is proceeding apace, a senior staff person has moved his office into the building, but we now are not so sure that that bathroom renewal is going to be a successful one shot fix for the flies.
- The campus ground hog population remains strong and plentiful. The joy of people who think this is a good thing is countered by the frustration of others who are sick of the animals digging holes everywhere and scooting around. We have taken the humane approach, meaning that traps have been set to catch and release the ground hogs into a far away environment. Since no good deed goes unpunished, there are those who resent the traps and find their presence on campus to be an irritant.
- Of course, this is the first week of classes and parking remains the bane of our existence. Disappointment is huge over the unavailability of the temporary parking we had planned or hoped would be ready as the semester starts. Lot 6a is simply not ready and will remain unavailable until the end of this week at best. The lot prepared for contractors to use near the Monmouth Museum is ready. We expect that to hold off one set of problems, at least.
- Some of us were awestruck over the news this past weekend about nearly 2,000 students at Washington State University having been stricken with the H1N1 virus (swine flu). Those kinds of numbers definitely give us pause as we proceed with confidence that we have everything under control when it comes to this malady at Brookdale. We are depending on fundamentals, like encouraging people to wash their hands and making hand sanitizer more widely available than it ever has been on campus. Our colleagues have been diligent about taking steps

to make sure we have enough vaccine on hand when it becomes available. We also feel confident that Brookdale can live up to its role as a central depot in the county for dispensing those vaccinations when/if the time comes.

- Emergency preparedness goes beyond the flu. We are redoubling efforts to ensure that more people than ever before have at least thought about what they would do in case an active shooter appears on the campus scene. The HEC's have been very aggressive in their planning for evacuations under any variety of circumstances. We have updated the emergency management plan and distributed revised versions of the emergency management reference guides. The table top exercise remains fresh in our thinking as we try to anticipate unforeseen events. Still, we remain as impressed by what we need to do as much as by what we have done. More than any other, this field remains a work in progress.

Information Technology Services

1. Single Sign On

We are hoping to hear from CampusEAI by Monday, September 7th with their decision regarding Brookdale's MyCampus grant application, which we submitted in hopes of nailing a single sign on solution. Fingers crossed!

2. Information Technology Advisory Council

ITAC continues to make progress in implementing the ITSP III as council members continue working on the many tasks associated with Goal 1.1 "Define the desirable future state." Using Google Docs, the committee created a bulleted list, which reflected their ideas on the future state of IT at Brookdale. This council then discussed this list during its regular bi-weekly meeting on August 24th. Based on this discussion, council members decided to group the bulleted list into categories, which would then be summarized into an introductory statement.

Due to faculty schedules, it was suggested that the group not meet again until September 23rd; however, the Angel discussion forum will be used to complete the tasks associated with completing Goal 1.1.

Progress continues on the second task associated with Goal 1.1 "Assess current IT Environment." A diagram illustrating the server and end user application infrastructure was created based on an updated hardware and software inventory. ITS and OIT are collaborating on Network assessment.

3. Google Doc's Pilot

The kick off session of the Google Doc's pilot was held on September 3, 2009, where faculty and administrators were provided an overview of Google in order to demonstrate some of the functions that could be used in a teaching, learning

and administrative environment. In addition, participants wet their beaks by experiencing how the collaborative feature works through a hands-on exercise. Fifteen faculty members and three administrators will participate in this pilot. Follow-up sessions during the week of September 14th are currently being coordinated. Note that some concern arises regarding resources for instructional design and training support for this pilot, which is currently being handled by Mike Qaissaunee and Patty Kahn.

4. Website

OIT continues to update its website – with new pictures, documentation and FAQ's. In addition, the drop down quick links from the main Brookdale page has been modified to include OIT.

Work is under way now on a web page for AO&ITS, which will feature associated content for multiple areas.

5. Training

Expanding on the ImageNow workshop, OIT will offer a work order session and an additional general session to cover specific topics that may be unfamiliar to the end users. Patty Kahn is currently working with the Registrar to coordinate this next session. The question remains whether OIT will provide these sessions or whether an external consultant will deliver them instead.

In addition to the ImageNow sessions, OIT will provide Avaya telephone training. Staff is currently preparing a list of the features that this session will cover.

As we move forward, Brookdale would benefit from having an experienced in-house trainer to assist with future pilots (e.g., Google Docs). This person could also assist with administrative applications as we progress through innovative technologies and applications that support faculty and staff initiatives. In addition, a central training area (IT Hub) is desperately needed that would allow for experimentation and development encompassing all aspects of IT in one area.

6. Computer Inventory/Roll out

The Google form, which will be used to centralize the process for work order requests, has been finalized. This form will require a sign off by Sue Desiderato and Patty Kahn as well as a review from the facilities and purchasing divisions before any purchase requisitions will be signed. Patty met with Sue on September 4th for a final review of this process in anticipation of a fall semester pilot for Educational Services.

In regards to the accuracy of our computer inventory, a meeting was held with receiving and OIT, where a new process was implemented that would manage the accuracy of reporting computer deliveries and installations. As part of this meeting, the review of the inventory was completed, which identified additional “lost” hardware.

7. SunGard

Numerous meetings have occurred now with SunGard Higher Education upper level executives to improve the relationship between SunGard and Brookdale. Based on these meetings, it was suggested that a 30 day punch list be created identifying those outstanding “hot” items that could be addressed.

Working with Joe and his staff, as well as reviewing a previously submitted list from the Ed Services group, this punch list was created and submitted to SunGard. Subsequent meetings will occur to review the status of this report.

8. Communications

The “OIT Doctor is In” is all set for next week – the signs and the FAQ handout have been delivered as well as the creation of the Angel community in order to facilitate instant messaging among the doctors.

In order to improve communications between the OIT staff and to enforce a more proactive service model, the following items will be implemented:

- a. OIT Brown Bags – to be held monthly, where members of the community can meet with the OIT staff and discuss some of the challenges they are experiencing. OIT will also use this venue to promote a new application or function. The first brown bag meeting is scheduled for October.
- b. Communities of Practice – An Angel community will be established that will post the content discussed during the OIT brown bags
- c. Follow through – OIT will be calling the end user after a call to make sure everything is ok
- d. Two week notification – end users will be notified within two weeks regarding their call status if the caller was not previously notified

These new procedures were introduced during an OIT staff meeting as well as distributed in an email.

9. Miscellaneous

- a. Consulting Services
Gilfus Education Group submitted their revised proposal based on the

recommendations that were made during the follow up phone call. The committee has agreed that this proposal aligns with the goals and objectives expressed by Brookdale. Currently, we are considering next steps. A summary statement describing the reasoning behind the consulting services is currently being written. In addition, the single sign on matrix and Brookdale infrastructure are under review.

- b. Visit to Montclair State University: OIT Hub and Disaster Recovery
After a visit to MSU, staff recognized that the site of the Old Bookstore at Brookdale would be a perfect place to have an **IT Hub**. In addition, staff members concluded not to recommend Montclair as a site for our disaster recovery/business continuity needs since MSU is on the same network as Brookdale. Based on this assessment, ITS will pursue an agreement with Carlow Community College, which would be the best solution for continuing services in the event of a disaster. Joe LaGaipa will coordinate matters with Carlow and help draft a formal agreement.
 - c. TUG report
Based on the creation of the aforementioned 30-day list, the TUG report was reformatted and will be discussed with the committee chairs
 - d. In the process of coordinating meetings with the Academic Division Deans.
10. Angel
ITS staff met with the TLC staff to review and learn about the learning management system contract with Angel. A conference call has been scheduled for this week with Angel and Blackboard to discuss our current contract. It is recommended that we increase the number of licenses and server space to accommodate disaster recovery as well as implement a “snapshot” process, which would automate the creation of course shells populated with student rosters and instructors assigned to particular courses.