2011 Annual Report
Information Technology Services

A snapshot of technology at Furman University
Greetings,

Thanks for your interest in Furman information technology. This report looks at how Furman’s technology services have changed over the past year, and some of our plans for the future.

Perhaps our most noticeable change is we’re no longer Computing and Information Services. Our new name, Information Technology Services, reflects a change from a computer-centric service model, to one that focuses on how you use technology to work with information. We’re here to help whether the technology is the wireless network, the Internet, campus systems, smart phones, or, of course, computers.

Our new name change is one of the outcomes from our recent IT planning processes. Our new plan emphasizes a strategy that seeks to aid communication, collaboration, and innovation on campus. A special thanks to everyone who helped shape our new IT strategic plan.

The staff of Information Technology Services continue to be inspired by the University’s teaching and learning mission, and our talented community of students, faculty, and staff. We’re here to work with you, and we appreciate your patience and understanding as we work to improve Furman’s information technology services. I am pleased to share this report with you, and welcome your questions and feedback.

Fred Miller
Chief Information Officer
Strategic Planning

“…providing the campus community with a digital information environment that reflects and advances the high quality of Furman’s academic program and physical campus.”

As the University began its strategic planning process, the staff of Information Technology Services began working with various campus groups to create a new five year plan for Furman’s information technology.

This work included examining data from various sources including survey data, focus groups, and even an editorial on campus technology in the Paladin student newspaper.

The five main goals of the plan outline strategic projects and an organization structure to deliver high quality campus information services. By improving communication, collaboration, and innovation Furman will be better positioned to achieve the aspirations of its new University strategic plan.

Our thanks to everyone who helped with the strategic planning process.

Main Goals of the New IT Strategic Plan

1. Establish a new IT Service Center as the nexus of technology support excellence.
2. Champion scalable information technology innovations and best practices.
3. Improve enterprise information systems functionality and usability.
4. Establish a state-of-the art system and processes for digital media distribution.
5. Provide a robust, consistent, and reliable campus network infrastructure.
Communication

Network Improvements
• Upgraded existing residence hall wireless networking and added wireless access for all student rooms on campus.
• Total Internet bandwidth upgraded from 200Mbps to 1Gbps.

Video Conferencing and Video Streaming Events
• Worked with Marketing and Public Relations to present state-of-the-art video conferencing and Internet video streaming events. These included Constitution Day, the “Civility in Public Discourse” event, the Presidential Inauguration, and Commencement.

Security Improvements
• FUPASS – password reset system online.
• Expanded encryption for university owned laptops.
• Enhanced back-up and disaster recovery planning.

Telephone
• Preparing to replace the old campus voicemail system for improved reliability and added features.

FUPASS Password Reset
Furman University has an easy way for you to reset your password: it is the Password Station password reset system. This system lets you reset your network password, and works with your web browser. Your NetID and password are used for most campus electronic services including Moodle, Engage, and MyFurman (i.e., ARMS and WebAdvisor.)

In addition to letting you reset your password over the web, the Password Station will also send you email notices when your password is about to expire. If you have questions about the Password Station, please contact the ITS Service Center for assistance.
Collaboration

**Enterprise Systems Projects**
- Introduced MyFurman, the new portal for online University services. Integration with Moodle scheduled for 2011-2012.
- Upgraded the main Datatel server for faster registration and administrative services.
- Continued work with Marketing and Public Relations to improve the university’s web services.
- Expanded use of software-as-a-service solutions including moving R25 campus event tracking to an off-campus server for enhanced reliability and functionality.

**Digital Media Distribution**
- Investigated solutions for improved digital signage, video conferencing, lecture capture, and video streaming to the Internet.

**Mobile Device Support**
- Contracted for a Datatel app to deliver MyFurman and Moodle services to mobile devices in 2011-2012. This app will work on iPhone, Droid, and Windows Mobile devices.

**Replacing FirstClass**
- Preparing to move away from FirstClass in 2012.
- The replacement system will be a solution hosted off-campus for improved reliability, increased storage, and better support for mobile applications.
- Investigated Google Apps for Education and Zimbra as possible alternatives.
- Currently comparing Google Apps to Microsoft’s new Office 365 solution.

**Fast Facts…**
- Furman owns over 2400 computer systems.
- Campus information services run on over 100 servers.
- When complete in October 2011, the new campus wireless network will have more than 800 wireless access points.
- Furman has more than 150 locations with multimedia and projection systems.
- Furman stores about 30 terabytes of data in its datacenter.
- The ITS Service Center handles over 10,000 support calls per year.
Innovation

Engage Community
- Worked with Marketing and Public Relations and Admissions to support and enhance the Engage Community social networking service.
- This service went live in August 2010 with help from a third party programming vendor.
- Initial focus of this Facebook-like service provides outreach and connections to prospective students.

Learning Technology
- Investigated the use of the iPad for teaching and learning. Held an “iPad Expo” to demonstrate innovative uses of this technology.
- Continued monitoring printing in campus computer labs; working with the Academic Computing Committee on future steps to encourage more sustainable printing practices.
- Clarified roles and the various instructional technology services provided by Information Technology Services, the Library, and the Center for Teaching and Learning.

Virtual Desktop
- Began investigating Virtual Desktop computing to enable faculty experimentation and innovation, wider access to software for students, and more efficient and effective use of technology support resources.
New Faces, New Places

New Faces

- Mike Gifford will begin August 1, 2011 as the IT Service Center Director. Before coming to Furman, Mike was Director of Technology Support at Kutztown University in Pennsylvania.
- Jason Long joined IT Services on June 1, 2011 as a Web Developer. Previously, Jason worked in the Academic Records department at Furman.
- Jennifer Queen joined IT Services on March 28, 2011. She serves as IT Services Coordinator. Previously, Jennifer worked in the Education Department at Furman.
Thanks…

Information Technology Services Student Staff 2010 – 2011
- Amy Boyter
- Jordan Brown
- Lillian Cleveland
- Taylor Senseney Crouch
- Chelsea Curtis
- Sarah Hamilton
- Brittany Hildreth
- Jasmine Hwang
- Haris Khan
- Tom Lewis
- Channing McLeod
- Sarah Olive
- John Stelling
- Layla Tumler
- Adam Underdown
- Emmu Wakai
- Jessie Wolfinger

Academic Computing Committee 2010 – 2011
- Greg Springsteen (chair)
- Cindy Alexander
- Eiho Baba
- John Beckford
- Amy Blackwell
- Rhett Bryson
- Jean Childress
- Susan Dunnivant
- Sarah Frick
- Ken Kolb
- Jane Love
- Maggie Milat
- Fred Miller
- Scott Salzman

- Randy Dill (chair)
- Brett Barclay
- Amy Barnhill
- Brad Barron
- Julie Berillo
- Joy Brown
- Janie Burton
- Connie Carson
- Emily Murphy
- Don Pierce
- Brad Pochard
- Helen Reynolds
- Linda Sarratt
- Forrest Stuart

Information Technology Advisory Committee 2010 – 2011
- Fred Miller (chair)
- Pam Barkett
- John Beckford
- Janis Bandelin
- Amy Blackwell
- Scott Derrick
- Randy Dill
- Susan Dunnivant
- Mark Kelly
- Ken Kolb
- Mary Lou Merkt
- Don Pierce
- Brad Pochard
- Linda Sarratt
- Forrest Stuart