



FISCAL YEAR 2007 ANNUAL REPORT

EXECUTIVE SUMMARY

The Division of Information Systems and Technology (IS&T) provides leadership and services in the application of technology for the university community. The division strives to be the recognized leader in applying innovative technology to enhance the university experience.

AREAS OF NEW DEVELOPMENT

The fiscal year ending June 30, 2007 was a year of continued progress for the planning, development, and deployment of new information technology initiatives for the university. The following areas received significant focus and resources this year:

- **Academic Support Initiatives**, including the completion and presentation of an eLearning Strategic Plan, improvements in lab and classroom technology, podcasting initiatives, the development of the SACS re-affirmation website, the development of a website dedicated to showcasing instructional strategies and technologies, and the continued enhancement of the Digital Aquarium.
- **Research Support Initiatives**, including the deployment of a large-scale high-performance computer, increased use of research computing assets, and continued alignment with national and regional high-speed research networks.
- **Administrative Systems Initiatives**, including a major upgrade to the Banner Student system, upgrades to the PeopleSoft Human Resources and Financials systems, implementation of a student housing application, deployment of the Faculty Information Management System (FIMS), continued development of the College Data Mart, and planning and initial development of the new campus portal, PAWS (Panther Access to Web Services).
- **Technology Infrastructure Initiatives**, including the full deployment of the new institutional giga-bit network, the planning, testing and deployment of the network-based telephone system, continuation of the university identity management project, enhancements to the security of the university network and systems, and improvements to enterprise-wide automated desktop management, email services, the wireless network and institutional websites.
- **Organizational Improvement Initiatives**, including customer service advancements, staff certifications, project management, and work effort accountability.

Detailed accomplishments related to these primary focus areas are described beginning on Page 4 of this report with reference given to alignment with either the [University Strategic Plan](#) or the [University Information Technology Strategic Plan](#).

CONTINUING SUPPORT AREAS

In addition to the major new development efforts accomplished during fiscal year 2007, IS&T is also responsible for the maintenance and operation activities related to the following twenty-three core activities which represent essential IT services provided to the university community.

Administrative Systems - Alumni	Initiative Analysis and Development
Administrative Systems - Financial	Institutional Software Licensing
Administrative Systems - Human Resources	Instructional Support
Administrative Systems - Independent Systems	Library Support
Administrative Systems - Research	Network - Voice, Video and Data
Administrative Systems - Student	NOC (Network Operation Center) Services
Customer Support and Help Center	Performance Metrics
Desktop Management	Research Computing
Email Systems and Services	System Hosting
GIL, GALILEO and GPLS	Technology Planning and Futures
Identity Management	Web Strategy and Support
Information Security	

During fiscal year 2007, IS&T received approximately 31,000 support calls related to these areas and expended approximately 65% of its work effort maintaining and operating these services.

IS&T OVERVIEW

The IS&T division is managed by the Associate Provost for Information Systems and Technology, J.L. Albert, who also serves as the Chief Information Officer (CIO) of the university. The university CIO is responsible for providing an institution-wide perspective on IT and promoting effective planning, adoption and support of technology initiatives. The activities of the office are guided by the *University Strategic Plan* and the *University Information Technology Strategic Plan*. The CIO and his management team work closely with several advisory committees composed of university faculty, staff and executive leadership. IS&T follows a strong customer service philosophy and promotes a systematic approach to improving business procedures and processes.

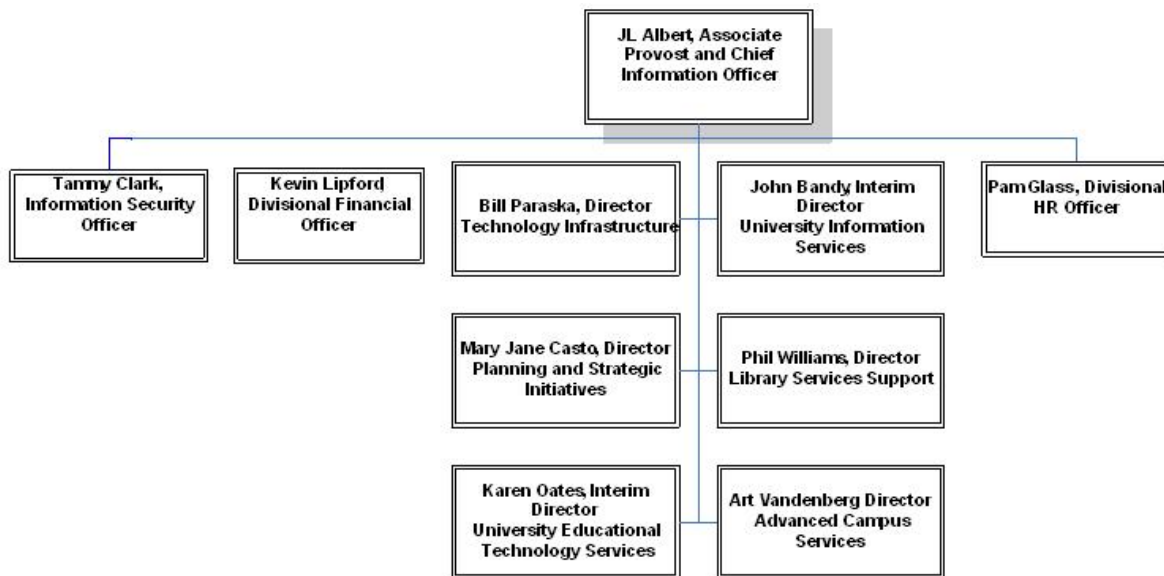
INFORMATION TECHNOLOGY ADVISORY STRUCTURE

Advisory groups are central to the success of IS&T and assist in the ongoing communications with the university community's many constituency groups which results in better alignment of IS&T services and resources with customer needs. One key partner in the advisory structure is the Senate Information Systems and Technology Committee (ISAT). It is composed of the Information Technology Support and Security Subcommittee (ITSSS) and the Student Technology Fee Subcommittee (STFS). The Senate ISAT Committee assists in developing long-range plans for the computing needs of the university, advises the Associate Provost on academic and administrative matters involving technology, reviews annual IS&T programmatic plans, reviews annual budgetary submissions by the Associate Provost and provides a liaison between its subcommittees and IS&T.

A second key partner is the IT Steering Group (ITSG), which is composed of the university provost, associate provosts, vice-presidents, and the chair of the Senate ISAT committee. The ITSG is actively involved in providing strategic guidance and in prioritizing the initiatives that are requested by IS&T customers.

ORGANIZATIONAL OVERVIEW

IS&T is organized into six major units that collectively plan, develop, operate and support technology for the Georgia State community. Approximately 172 filled staff positions, 15 temporary workers, 69 student assistants and 5 GRAs are deployed across the six units. A description of the major functions provided by each unit follows.



- **Technology Infrastructure (TI)** manages and operates the networking, computing and telecommunications resources; offers technical consultation on hardware, operating systems, software and security; assesses and installs hardware and software.
- **University Educational Technology Services (UETS)** manages institutional instructional technology support, digital media services, and technology training services.
- **Planning and Strategic Initiatives (P&SI)** supports the planning and management of IS&T's projects; supports customer needs through the IS&T Help Center; provides support for lab and classroom technology; maintains staff and faculty workstations; and provides strategy, design and development services for the university website.
- **University Information Services (UIS)** provides application systems implementation services, operational and production support for administrative applications, database administration, decision support and data warehousing services.
- **Advanced Campus Services (ACS)** researches emerging technology issues, provides leadership and direction in new technology adoption, and supports the deployment of enterprise research computing infrastructure.
- **Library Services Support (LSS)** researches and supports technologies for library applications and web-based library services. LSS continues to provide leadership in statewide library technology projects through the University System of Georgia's GALILEO and GALILEO Interconnected Libraries (GIL) projects.

FISCAL YEAR 2007 DETAILED ACCOMPLISHMENTS

IS&T, with assistance and guidance from its customers and advisory committees, established its FY2007 goals and objectives in alignment with the goals and objectives articulated in two university plans, the *University Strategic Plan* and the *University IT Strategic Plan*.

ACCOMPLISHMENTS LINKED TO THE 2005-2010 UNIVERSITY STRATEGIC PLAN

Recruitment

IS&T supports the university's recruitment goals through application and web enhancements. Accomplishments this year include partnerships with Enrollment Services to provide a blogging space for freshmen and a Spanish language website for prospective students and parents. The freshman blogs (http://www.gsu.edu/student_blogs.html) give first-year students at Georgia State an opportunity to communicate their experiences to others who are thinking of attending the university. The Spanish site (<http://www.gsu.edu/es/espanol/>) targets non-English speaking parents whose children are interested in Georgia State by providing an overview of the university and its services and admissions process. IS&T also participated with Enrollment Services in the GACollege411 project, which is a University System of Georgia project designed to be a one-stop site to facilitate earlier and better planning for college, both academically with links to national testing sites, as well as, financially via links to funding sites. Additionally, it provides a common entry point for admission applications which are automatically downloaded into the Banner student system. Along the same lines of creating an efficient and easy to use application process for prospective students, IS&T has been assisting in the creation and implementation of a common graduate application process to be used by all colleges for graduate admissions. Similarly, work was done with the College of Law to automate the transfer of applicant information into Banner.

The development of an on-line orientation process for transfer students (<https://webdb.gsu.edu/preorientation/>) provides choices to these students by giving them an alternative to attending an on-campus orientation, yet ensures they are knowledgeable about institutional academic policies. The implementation of a new online housing system offers Georgia State students the ability to apply for housing, track their applications, request room changes, and select roommates through the web, as well as make confirmation payments. This implementation coincided with the opening of the new University Commons dorms to convey a strong, student-centered and customer-focused orientation.

Undergraduate and Graduate Experience

The undergraduate and graduate experience was improved this year through several projects that IS&T implemented with its functional partners. Online tuition payments were streamlined by offering payment by check in addition to the existing credit card payment option. Expansion of the wireless network provides better access to the Georgia State network for students who have laptops and other mobile devices. In partnership with Housing and the Dean of Students, IS&T installed, implemented and integrated the Adirondack Judicial Officer software product to provide a single database to track all violations of the Student Code of Conduct, implement timely adjudication of violations, and provide students with needed developmental services. To help students understand the course requirements, class sequencing and career opportunities for Georgia State's programs, IS&T collaborated with the Student Advisement Center and the colleges to generate web-based Academic Guides for all undergraduate majors (http://www.gsu.edu/degrees_programs.html). The very successful Digital Aquarium (http://www.gsu.edu/digital_aquarium.html) marked a milestone this year by celebrating its 5th year anniversary. This facility is funded by the student technology fee and is open to all students regardless of major and offers high-end workstations equipped with multimedia tools for students to enhance their coursework with multimedia. This year the Digital Aquarium replaced its aging workstations with seventeen (17) new Apple computers built around the latest Intel Core 2 Duo

processors. All of the new workstations offer speed improvements and large flat-panel displays. The Aquarium also expanded its extremely successful camera checkout program by acquiring more cameras and adding new workshops on High Definition (HD) video production.

Faculty – Research and Academic Support

During FY2007, IS&T provided instructional support to Georgia State faculty by designing and supporting instructional courseware, and by providing technology training and digital media production. Most of this effort is centered on the learning management system, called uLearn (<http://gsu.view.usg.edu/>). Georgia State is one of the largest users of the USG-provided system, powered by Blackboard Learning System. In spring 2007, there were 1,820 Georgia State class sections represented in uLearn with 25,476 active customers, including instructors, designers and students. A reusable learning module was developed that uses Flash to incorporate external XML, photos, videos and links to create online “textbooks” that can be maintained by the customer. To assist faculty desiring to incorporate more online resources in their courses, the Gallery of Instructional Strategies and Technologies (GIST) has been developed (<http://webdb.gsu.edu/gist>). GIST is a searchable database that provides a repository of instructional strategies, learning objects, technology research and innovations. GIST spotlights individuals at Georgia State who have contributed to teaching and learning and communicates about technology-related events and periodically presents exhibitions of related collection articles. In collaboration with the Center for Teaching and Learning, IS&T co-sponsored an event called “Passport to Learning”. This event involved multiple service units on campus who provided information to faculty, offered demonstrations and gave short talks on teaching and learning. Participation in the annual New Faculty Orientation event also offers IS&T the opportunity to inform incoming faculty of the breadth of services available to them in the research and academic area.

The use of iPods and podcasting as a dynamic teaching and learning tool is becoming increasingly popular on campuses around the country as a means of delivering content and creating new content. In the past year, IS&T staff have thoroughly researched podcasting, its benefits and uses, and are developing a support program for Georgia State instructors for content creation. During FY07, a website was launched which provides information and instructions on creating podcasts (<http://www2.gsu.edu/~wwwpod/>). A number of iPods, cameras and recorders have been purchased for instructors to checkout for podcasting activities with their students. A newly initiated project involves placing appropriate Georgia State content on Apple’s new iTunesU.

Support for research computing was a significant focus for IS&T during FY2007. The IBM System p5 Supercomputer for research that was acquired June 30, 2006 was running research applications by September 2006. Applications provided include Gaussian, Amber and SAS. Nodes and storage were added to this system during FY2007, to bring the total to 160 CPUs, 13 TB of storage and 1,008 GigaFlops (billion operations per second) computational cycles. Computing cycles for research across all provided platforms increased 3-fold throughout FY2007 – from 322 GigaFlops in June 2006 to 1,402 GigaFlops in June 2007. The United Devices GridMP system has grown from 300-400 nodes to 650-800 with 1,000 nodes available in the late evening to early morning. This represents a very large bank of resources for research computing.

Staff

IS&T continues to focus on improving the delivery of services to its customers by engaging the staff in process improvements around service and support. This year the Remedy trouble ticketing system was replaced with a new product - called Heat. The new product offers better structure and consistency in maintaining process flows for incident and service request resolution, including adherence to service-level commitments.

Staff development in FY2007 focused on technology training and certifications in order to attain qualifications and knowledge consistent with best practices and institutional technology. A staff

member in the IS&T Project Management Office received the Six Sigma Green and Black Belts during the last year while several staff members in Workplace Technology services received A+ training and certification. Another member in this group completed Net+ training and is preparing for the certification test. Members of the University Educational Technology Services group obtained certification in Protection for Human Subjects, Blackboard Training, Blackboard Administration and Professional Grant Writing. Members of the Information Security group were certified as Encase Forensic Examiner, Information Security Practitioner and as an ISO 27001 Lead Auditor. A member of the Network Infrastructure staff and a member of the Network Operations Center obtained CCNA (Cisco Certified Network Associate) certification. As IS&T has become more involved in the Information Technology Infrastructure Library (ITIL) framework for service management and support, several more staff have achieved ITIL Foundations Certification, while one member is certified in ITIL Service Management.

Facilities

During FY2007, IS&T installed new computer and audio/visual technology to 18 classrooms in Sparks Hall. Improved technology in each classroom included a new instructor's desk with a computer, document camera, a DVD/VCR combo playback unit, and a digital projector. This team also assisted with the renovation of the Library South 102 lecture hall with the installation of classroom technology. A new "Smart Podium" was installed that allows faculty to write on PowerPoint slideshows and have it displayed on the screen. A new computer, ceiling mounted document camera, audio speakers and amplifier and a DVD/VCR unit were also installed. The Classroom South upgrade project from FY2006 was also completed with the installation of all equipment in security rack systems. One hundred seventy-two (172) lab workstations in Library South and Aderhold Learning Center were replaced along with 49 instructor workstations in Aderhold and 78 student workstations in Sparks Hall. IS&T was also involved in the technology renovation project for Classroom South 609 and assisted the Robinson College of Business (RCB) in replacing the classroom technology and installing video-recording equipment.

During FY2007, IS&T staff assisted in the planning and deployment for the technology at several new off-campus facilities. The Henry County, McDonough facility became operational in fall 2006, to host PMBA classes offered by RCB. An additional temporary Henry County facility, located in the Eagle's Landing complex, was created in May 2007 to accommodate an additional PMBA class offered by RCB. Planning included assessing the classroom and student needs for the facilities, as well as the technology required, equipment and room layout, networking and staffing needs, service hours and phones. IS&T signed a support agreement with RCB to provide staffing and support for these off-campus facilities. IS&T also assisted with the planning and deployment for the technology at the new elite Buckhead facility for EMBA classes offered by RCB that opened in the summer of 2007.

Additional upgrades that were completed in FY2007 include the replacement of 102 classroom and lab workstations at the Alpharetta Center, as well as technology improvements that were completed at the Brookhaven Center, including the installation of Crestron Touch Panel display units which allows instructors to have total control over all audio/visual equipment, and the ability to notate on PowerPoint slides using a stylus. Another Brookhaven classroom received acoustical panel installation to improve the sound quality during video recording of class presentations.

Technology

The Banner Student System was upgraded during an intense 12-month project involving IS&T developers, data-base administrators and system engineers as well as the functional experts in the Enrollment Services and college student-support offices. The upgrade required a complete re-engineering and replacement of the Banner server infrastructure as well as two upgrades to the Oracle database platform in order to gain currency. The Banner upgrade was required to remain current with

the vendor's software releases and to gain increased application security and functionality. The project was completed successfully in February 2007.

As soon as the Banner upgrade was completed, design and development work began on the implementation of the Luminis portal – dubbed PAWS – Panther Access to Web Services. During the latter half of FY2007, effort was applied to the sizing, acquisition and deployment of new hardware for the system, technical and functional training, installation of the new software in test environments and the definition of content categories and content owners for the information to be conveyed via the portal.

During FY2007, the Faculty Information Management System (FIMS) became available for use. FIMS is a web-based application that consolidates faculty-related data from the PeopleSoft HR system and the Banner student system and provides a vehicle for faculty to record service, research and scholarly activities for annual reporting purposes. The information collected during FY2007 formed the basis for providing the faculty roster information required for Georgia State's SACS re-affirmation of accreditation.

Major technology infrastructure projects received significant resources during fiscal year 2007. The "Extreme Makeover – Network Edition" project to completely overhaul and upgrade the university's network to giga-bit technology was completed in December 2006, providing every campus desktop with a 10-fold increase in network bandwidth (up from 10 mega-bits to 100 mega-bits) and connects each campus building to the network core with redundant 1 giga-bit connections.

As soon as the network overhaul was completed, IS&T began implementation of the IP telephony project to replace the old CENTREX leased telephone service with a university-owned and operated network-based telephone system. The system went into production on July 1, 2007 after significant technical and functional collaboration across the university. The IP telephony system benefits the university by providing reduced service initiation time, improved call center services for the IS&T Help Center and the Enrollment Services offices, increased voice mail capabilities, migratory phone services for remote work sites, and reduced payments to external telephone providers.

The infrastructure for the CREATOR (CREdentials for Access To Online Resources) Enterprise Identity Management System (IdMS) was improved this year by placing the LDAP directory behind the load balancer complex to improve availability. Enhancements were also made this year in the data backup infrastructure to increase reliability and decrease staff efforts. The system capacity was also increased with the addition of a third media server, the master server hardware was upgraded and the tape library system was replaced. The GroupWise email system server software was upgraded in order to enhance the web client, improve Blackberry synchronization and provide support for Microsoft Outlook. The client GroupWise software was also upgraded and made available to those customers who wanted to migrate to the improved system.

ACCOMPLISHMENTS LINKED TO THE UNIVERSITY IT STRATEGIC PLAN

Information Accessibility

Network Security

IS&T's information security monitoring systems afforded continuous (24/7) protection to critical information technology resources and data to minimize and prevent service disruptions, breaches/theft, and unauthorized access. The implementation of the Lancope Stealthwatch system provides deep visibility into network traffic and can identify anomalies that may indicate malicious activity, such as worm outbreaks.

Enhance and Extend the University Network Infrastructure

The primary accomplishments in this area are the network and telephone system deployments mentioned previously.

Evaluate Services and Customer Satisfaction

IS&T conducted a follow-up survey to the FY2006 baseline for customer satisfaction and usage of help services. The percentage of respondents who use the IS&T Help Center as the primary source of technical help rose from 37% to 50%. The table below shows the FY2006 and FY2007 rating percentages on important attributes:

ATTRIBUTE	FY2006	FY2007
Speed to Answer the Call	76% Excellent and Good	90% Excellent and Good
Agent Knowledge	78% Excellent and Good	76% Excellent and Good
Agent Friendliness	89% Excellent and Good	89% Excellent and Good

Of note is the increase in satisfaction related to the speed to answer calls because it was a performance target this year for the Help Center. During Fiscal Year 2007, the Help Center received 38,271 phone calls. Of these, 31,580 were actually answered by a Help Desk Specialist – resulting in an annual call abandonment rate (callers hanging up before reaching a specialist) of 8%. This is a tremendous improvement over last year when the annual call abandonment rate was 17%. Another important element of the survey is the question involving the respondent’s overall impression of the Help Center. In Fiscal Year 2006, 87% of the respondents reported being very satisfied or satisfied, while 13% reported being very dissatisfied or dissatisfied. Last year, there was a 1% increase in the very satisfied or satisfied customers and a 1% decrease in the dissatisfied or very dissatisfied customers. Beginning in March 2007, survey solicitations were randomly sent to Help Center customers to ascertain their experience with a just-completed service interaction. The table below lists each question and the overall average score from all responses. The scale runs from 1 (strongly disagree) to 4 (strongly agree). With IS&T’s continued focus and effort on customer service these ratings will continue to improve.

SURVEY QUESTION	Score (1-4)
1. A Help Center Agent was readily available during my initial request for help.	3.76
2. The Help Center Agent who assisted me was professional at all times.	3.83
3. The Help Center Agent had the technical skills necessary to research and trouble shoot my issue.	3.67
4. The Service Technician(s) who assisted me desk side was/were professional at all times.	3.78
5. The Service Technician(s) who assisted me desk side had the technical skills necessary to solve my issue.	3.72
6. I was kept informed of the progress toward resolution of my issue.	3.60
7. Overall, I was satisfied with the handling of my request for help.	3.69

Effectively Manage and Distribute Servers

During FY2007, initial planning was undertaken to implement server consolidation in the Technology Operations Center (TOC) through the implementation of server virtualization. Server virtualization uses a software application to divide one physical server into multiple isolated virtual environments. IS&T is implementing this technology to reduce proliferation, to make more efficient use of server resources, to improve server availability, to assist in testing and development, and to slow the need for more cooling, power and space in the data center.

Enhance Support of Library Initiatives

The hardware for both the GIL (GALILEO Interconnected Libraries) and GALILEO (Georgia Library Learning Online) systems were replaced in FY2007 with higher performance and higher capacity servers.

Enhance External Collaborations

IS&T's Information Security personnel participated on the EDUCAUSE security task force leadership committees as well as serving as the program chair for the 2007 Security Professionals conference. This team also conducted a collaborative study with other University System of Georgia institutions and auditors to evaluate hard disk encryption software. Of note this year is that Georgia State University became a Partner of IBM's World Community Grid a network of 600,000+ GridMP type devices providing scientific computing to humanitarian applications in life sciences. As Partner, Georgia State contributes idle computing cycles, and researchers can propose (via grant request process) applications to run on the World Community Grid. Georgia State continued its participation with SURAggrid, which showed a significant increase in available resources over the fiscal year – from 944 CPUs to 2,581; from 3,051 GigaFlops to 14,000; and from 947 gigabytes of memory to 23,744. SURAggrid is a key strategic element for Georgia State research computing and offers a massive extension to internal resources.

Technology-enabled Faculty, Staff and Students

Ensure Faculty and Staff Development in Technology

University Educational Technology Services (UETS) conducted 35 workshops covering topics such as GRA Orientation, uLearn (WebCT Vista), Online Cheating and Assessment. Twelve "First-Friday" clinics were held during which faculty can bring their WebCT materials and questions and obtain one-on-one assistance. The university's online eTraining system, hosted by ElementK saw a 54% increase in user accounts – from 3,213 in FY2006 to 4,936 in FY2007.

Provide Appropriate Workstation Support for Faculty and Staff

The development of the institutional automated desktop management system continued with the joint development of a policy describing the need for common desktop management practices across the university and the definition of procedures.

Provide Effective IT Services for Students

In-person support for students needing WebCT help was offered throughout the school year in various computer labs across campus at varying times during the week. The Student Help Desk program continued by providing in-depth training to the IS&T student assistants stationed in the University Library to provide support to other students on getting connected to the wireless network and answering questions about anti-virus software, in addition to providing general technology support. In February 2007, with the opening of the new University Library Commons, IS&T and University Library staff provide collaborative support for 375 computers available to students. The student email system was upgraded this year to provide better performance and more storage. IS&T also collaborates with the Math department and Incept to provide computers for Freshman Math Placement testing and Incept registration.

Business Process Effectiveness

Improve Efficiency of Operations

Local enhancements to the GoSOLAR system aided in streamlining student records management, including the implementation of the new policy that limits the number of course withdrawals a student is permitted and a roll verification process to comply with Title IV requirements. Work effort on the CREATOR Identity Management System enabled many

university applications to utilize the CampusID and password for login – continuing the effort to simplify and reduce the number of userid/password combinations required at Georgia State.

In collaboration with the Office of Research Financial Services, IS&T provided resources for the Personnel Effort Reporting (PERS) system needed to manage the time and effort certification and reporting process mandated by the Office of Management and Budget (OMB) Circular A-21 Cost Principles for Educational Institutions.

In collaboration with Human Resources, IS&T provided resources for the electronic Personnel Action Form (ePAF) that provides Georgia State with the ability to track the movements of a PAF and take action for a PAF that is not implemented in a timely manner.

Within IS&T, continued focus on project management and work effort reporting using the vPMO system has provided better tracking and documentation of project work and increased visibility of on-going efforts.

PROGRESS IN ASSESSING INSTITUTIONAL EFFECTIVENESS

In May 2004, IS&T developed an Institutional Effectiveness Plan centered on four division-wide outcomes. For fiscal year 2007, IS&T collected data for 47 measures associated with the above outcomes. In analyzing the findings, 34 targets were met; 10 targets were partially met and 3 were not met. Thirty-two actions have been planned for FY2008 to continue focus on meeting targets. During FY07, IS&T migrated to a new trouble ticketing system. The trouble ticketing information is a major source of data for the effectiveness measures, but there was a disruption in our collection methods during this transition. This is expected to stabilize in FY2008.

Outcome 1: The university community has access to reliable, up-to-date technology resources.

The collected data indicates that the technical infrastructure elements remain stable, leading to solid availability for university applications. Measures also indicate increased computing cycles are available for research computing and that there is an increased use in these facilities. The deployment of the new telephone system will require an extension to the infrastructure performance indicators to include these components. Continued focus is needed on the Service Level Agreement targets, which were partially met this year. The availability of educational technologies remained strong with success in instructional design projects and increased use of uLearn, vClass and eTraining.

Outcome 2: The university community participates in the development and review of strategic and tactical technology goals of the university's missions.

Continued use of steering groups, evaluation of the top issues reaching the Help Center, collaboration in technology selection and evaluation of customer feedback provide for community input.

Outcome 3: Effective communications exist between the university community and IS&T regarding technology support of academic, research and administrative activities.

This year, IS&T hired a Communications Manager to assist in improving communications to customers. An IS&T Communications Team, led by the Communications Manager, will be working in FY2008 to establish tactical and strategic communications plans, along with publication goals. Several customer satisfaction instruments continue to show solid positive feedback from the customer base. Forums have been established for researcher input and IS&T pursues active participation in grant proposals. A significant goal was reached this year when the Help Center maintained an annual call abandonment rate (customers hanging up the phone before reaching a specialist) of 8% - down from 17% last year.

Outcome 4: Electronic mail can be used as a reliable method of delivering official university communications to all staff and enrolled students.

Email round-trip times and available disk space met targets.