Mission

University Information Technology Services (UITS), with offices on the IUB and IUPUI campuses, is responsible for the continued development of a modern information technology environment throughout the university in support of IU’s vision for excellence in research, teaching, outreach, and lifelong learning. This environment comprises resources and services that support the academic and administrative work of the university. Computing tools include a variety of timesharing computers; hundreds of public-access, Internet-connected workstations, all equipped with current software; and a number of supercomputers. Interconnecting these resources is a high-speed network that links computers of many types and sizes in a complex, interactive web. Under the leadership of the Office of the Vice President for Information Technology, UITS is centrally responsible for implementation of Empowering People, Indiana University's Strategic Plan for Information Technology Strategic Plan, available at http://cp.iu.edu. Activities reported here reflect the goals, objectives, and implementation activities of this plan for the 2008-09 fiscal year.

Goals and Objectives

Access to Network Resources (EP Recommendation 2)

Access to Network Resources

Campus Planning Theme: Teaching and Learning
Secondary Goals:
Sub Unit:
Time Frame: july 1, 2008 - June 30, 2009

Actions taken for 2008-2009:

- UITS in May 2009 held a town hall meeting where the IUPUI community was invited to comment on development of the IU Mobile service (http://uitls.iu.edu/page/axyzz).
- UITS completed the upgrade and expansion of the wireless networks on the Bloomington and Indianapolis campuses in August 2008, enhancing wireless connections to the Internet (http://newsinfo.iu.edu/news/page-normal/8054.html).
- UITS installed IU Secure, the new wireless network, which is available for use in academic buildings and residence halls across IUPUI (http://kb.iu.edu/data/awws.html).

Evidence of Progress for 2008-2009:

- Development of IU Mobile continued in support of the strategic plan recommendation for mobile access to university resources and services.

Activities planned for 2009-2010:

- When IU Mobile is launched it will seek user input on services to which the university community would like...
Collaboration & Communication (EP Recommendation 2)

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit:
Time Frame: July 1, 2008 - June 30, 2009

Actions taken for 2008-2009:

- UITS implemented Unified Communications "UniCom" which combines email, voice mail, instant messaging (IM), video conferencing, enhanced presence, Live Meeting (web collaboration), and remote call control on the desktop (http://uitspress.iu.edu/news/page/normal/10346.html).
- UITS made improvements to videoconferencing systems, including updated equipment and OCS conferencing service, toward a seamless and pervasive videoconferencing environment (http://uits.iu.edu/page/axoq).

Evidence of Progress for 2008-2009:

- UniCom helps address the strategic plan goal of providing "systems and connections to devices that support communication in a variety of forms" text, voice, audio, images, video, chat, virtual presence - to overcome the productivity challenges of location. As of March 2009 UniCom had over 2,800 active accounts.

Activities planned for 2009-2010:

- Videoconferencing solutions will continue to be tested.

Engagement Beyond (EP Recommendation 11)

Engagement Beyond
Campus Planning Theme: Civic Engagement
Secondary Goals:
Sub Unit:
Time Frame: July 1, 2008 - June 30, 2009

Actions taken for 2008-2009:

- The UITS booth at the IU State Fair in August 2008 offered fairgoers games, prizes, and practical information about information technology (http://www.indiana.edu/~fair/).
- UITS engaged IUPUI and the surrounding community in the May 2009 eWaste Collection Days site at the Indiana State Fairgrounds as part of ongoing sustainability initiatives (http://newsinfo.iu.edu/news/page/normal/10798.html).
- Indiana businesses were invited in July 2008 to apply to use IU resources, including Big Red, as part of the Indiana Initiative for Economic Development IU-community partnership (http://info.indiana.edu/IED/).
Evidence of Progress for 2008-2009:

- Some 800,000 pounds of ewaste in the form of computers, televisions, monitors, and the like were collected during eWaste Collection Days.

Activities planned for 2009-2010:

- Another eWaste Collection Days event is being planned for the coming year.
- UITS will assist in developing a database that the university can populate with the outreach programs it makes available to external constituencies.

Environmental Stewardship (EP Recommendation 6)

- Campus Planning Theme: Best Practices
- Secondary Goals:
- Sub Unit:
- Time Frame: July 1, 2008 - June 30, 2009

Actions taken for 2008-2009:

- The May 2009 eWaste Collection Days site at the Indiana State Fairgrounds collected technology waste from the IUPUI campus and surrounding community as part of the university's ongoing sustainability initiatives (http://newsinfo.iu.edu/news/page/normal/10798.html).
- The "Print less, Go green" campaign encouraged conservation across IU (http://uitsnews.iu.edu/?p=1550).
- The IU Intelligent Infrastructure (II) developed by UITS contributed to the university sustainability efforts by reducing power and electrical requirements (http://uits.iu.edu/page/avpy).

Evidence of Progress for 2008-2009:

- The eWaste Collection Days gathered more than 800,000 pounds of computers, televisions, and other electronic equipment.

Activities planned for 2009-2010:

- Planning is underway for the next eWaste Collection Days.
- UITS will help promote high standards of environmental stewardship by communicating about energy efficient computing practices.

Financial Stewardship (EP Recommendation 4)

- Campus Planning Theme: Best Practices
- Secondary Goals:
Sub Unit:

Time Frame: July 1, 2008 - June 30, 2009

Actions taken for 2008-2009:

- New hardware/software acquisitions and license agreements UITS negotiated with commercial vendors provide cost-effective resources for the university community.
- The UITS-developed Intelligent Infrastructure stands to realize cost efficiencies in university infrastructure systems and servers.
- The phased plan to leverage the Student Technology Fees (STF) paid by undergraduates at IUPUI will achieve cost efficiencies while providing more resources for IUPUI students.

For more, see "Solid Foundation."

Evidence of Progress for 2008-2009:

- As of June 2009, IUâ€™s Intelligent Infrastructure hosted more than 800 virtual servers.
- STF transition plans are well underway for each school at IUPUI. Other new resources: A printing allocation for up to 650 black and white pages per semester at no additional charge; a new printer and five new Student Technology Center stations with more than 150 applications in the Theatre Level of the Campus Center.

Activities planned for 2009-2010:

- Work will continue on STF transition plans and new services and facilities are planned for the fall 2009 semester.

Human and IT Co-development (EP Recommendation 8)

Human and IT Co-development

Campus Planning Theme: Best Practices

Secondary Goals:

Sub Unit:  

Time Frame: July 1, 2008 - June 30, 2009

Actions taken for 2008-2009:

- The university community was invited to comment on a draft of the new IU IT strategic plan, Empowering People (http://uitsnews.iu.edu/?p=1396).
- A UITS town hall meeting in May 2009 invited university community comments on the IU Mobile service under development, which will make many IU services and resources available by mobile device (http://uits.iu.edu/page/avzz).
- UITS released a Knowledge Base (KB) Wiki that allows users to comment and create entries to the KB (http://uits.iu.edu/page/axmd).
- The university community was invited to learn and ask about the new plan for administrating the IUPUI Student
The university community was invited to learn and ask about the new plan for administering the TUPUT Student Technology Fee at various public forums, including Chancellor Chat sessions on May 6 and June 17.

Evidence of Progress for 2008-2009:

- Members of the Office of the Vice President for Information Technology & CIO Cabinet conducted discussions about Empowering People to university and campus groups and received feedback.
- The KB Wiki moved from prototype to Enterprise Confluence.
- UITS, in partnership with schools and departments, has begun enhancing IT hardware and software resources available to students.

Activities planned for 2009-2010:

- A web site with complete information about Empowering People, including opportunities for community input and feedback, has been developed and will soon go live.
- Work on planning for and installing Student Technology Center resources for students will continue.

Institutional Data (EP Recommendation 9)

Institutional Data (EP Recommendation 9)

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit:
Time Frame: july 1, 2008 - June 30, 2009

Actions taken for 2008-2009:

- UITS contributed to the replacement in February 2009 of key elements of the university’s existing financial system with community source Kuali equivalents (Kuali Financial Systems, or KFS) (http://uits.indiana.edu/page/avtck).
- UITS continued work as a partner in the Kuali Coeus (KC) project, which will replace the university Electronic Research Administration (ERA). Kuali Coeus release 1.0 (July 2008) included core functionality, proposal, and budget modules (http://uits.indiana.edu/page/avti).

Evidence of Progress for 2008-2009:

- KFS Release 3.0 was put in place, including Purchasing/Accounts Payable, Contracts and Grants, Labor Distribution, and Research Administration modules.

Activities planned for 2009-2010:

- When the KFS development project is complete, the university will begin implementation of the new system, replacing the Financial Information System (FIS) modules over time, with a planned completion date of fall 2010.
- KC Release 2.0, including IRB/Human Subjects, Awards, and Conflict of Interest is slated for release during fourth quarter 2009/first quarter 2010.
Actions taken for 2008-2009:

- The university released the Variations digital music library system software, developed in partnership with UITS, as open source, allowing broad access to tools for digitizing and providing access to streaming audio and scanned score images in support of teaching, learning, and research (http://www.libraries.iub.edu/index.php?pageId=280&newsId=641).
- UITS made available a Printer Locator application that IUPUI students can use to find places to print on campus. See http://iuware.iu.edu.
- Oncourse CL upgrades provided new functionality.
- UITS administered the IU Faculty Podcasting Initiative, which is supporting 21 IUPUI faculty members who are exploring the potential of podcasting in higher education.
- In summer and fall 2008 UITS staff assisted partner schools in Nursing and Law with software upgrades, and upgraded software in BS 300x and the ICTC.
- UITS released the IT Training Tips blog in April 2009 to help users find new ways to learn via text- and video-based tutorials and how-to tips (http://ittrainingtips.iu.edu).
- UITS negotiated a contract with Lynda.com to provide IT users with video-based eLearning materials for independent study, including comprehensive coverage of Adobe, Macintosh, multimedia, and web programming applications (http://ittraining.iu.edu/lynda).
- A new life-sciences internship offered by Pervasive Technology Institute (PTI) and the Center for the Business of Life Sciences (CBLIS) at the Kelley School of Business provides opportunities for interns to use business techniques in helping IU technology experts advance IU medical and life sciences research (http://uitspress.iu.edu/news/page/normal/9787.html).

Evidence of Progress for 2008-2009:

- Oncourse was upgraded with a new Modules tool for creating course content, a new version of the Messages and Forums Notifications tool, and enhancements to ePortfolio and the Gradebook and Forums tools (http://uits.iu.edu/page/auoi).

Activities planned for 2009-2010:

- A UITS survey is under development to assess users IT training preferences.
- Changes planned for fall use of Oncourse include Blogs beta, a new blogging tool; Assignments Beta; and Turning technologies clickers.
Campus Planning Theme: Research, Scholarship and Creative Activity

Secondary Goals:

Sub Unit:

Time Frame: July 1, 2008 - June 30, 2009

Actions taken for 2008-2009:

- IU’s membership in the CIC- and University of California-launched Hathi Trust initiative to create a shared digital repository of library collections will provide IUPUI scholars greater access to digitized materials (http://newsinfo.iu.edu/news/page/normal/9011.html).
- Dean of University Library at IUPUI David W. Lewis, who in February 2009 was named assistant VP for digital scholarly communications in the IU Office of the Vice President for Information Technology & CIO (OV PIT), will provide university-wide leadership for Recapturing the Scholarly Record, Recommendation 12 of Empowering People.

Evidence of Progress for 2008-2009:

- As of April 1, 2009, the Hathi Trust repository contained a total of 2,780,007 volumes.

Activities planned for 2009-2010:

- Work will continue on building Hathi Trust holdings and on development priorities.
- UITS will take part in the university’s efforts to explore new models of producing, disseminating, and preserving the scholarly record.

Security, Privacy, Availability (EP Recommendation 5)

Solid Foundation of IT Infrastructure (EP Recommendation 1)

Solid Foundation of IT Infrastructure (EP Recommendation 1)

Campus Planning Theme: Best Practices

Secondary Goals:

Sub Unit:

Time Frame: July 1, 2008 - June 30, 2009

Actions taken for 2008-2009:

- UITS negotiated new hardware/software acquisitions and license agreements to bring savings to the university community.
  - The agreement with AT&T Wireless provides discounted voice and data plans for Apple’s new iPhone 3G July 2008 (http://kb.iu.edu/data/aqu1.html).
  - The Adobe Enterprise License Agreement provides additional Adobe software to the IU community at no additional cost (http://uitsnews.iu.edu/?p=1431).
  - A new strategic alliance with Sony brings collaboration opportunities and special prices on Sony electronics (http://uitsnews.iu.edu/?p=1103).
In February 2009 Chancellor Charles Bantz announced a phased plan to leverage the Student Technology Fees (STF) IUPUI undergraduates pay that will expand and enhance campus-wide IT services. UITS will manage the fund as of July 1, 2009 (http://kb.iu.edu/data/aydm.html#what).

- The UITS-developed Intelligent Infrastructure continued to attract clients to virtual hosting for IT infrastructure systems and servers, including maintenance, security, and backup services (http://uits.iu.edu/page/avpy).
- Construction continued on the IU Bloomington Data center, which will house resources that serve researchers across the university, including the supercomputer Big Red, and Bloomington statewide high-speed optical hub for I-Light (http://uits.iu.edu/page/axed).

Evidence of Progress for 2008-2009:

- UITS continued to work with stakeholders to fund important services for students, including a new printing plan, and new computers in the Campus Center. Transition plans are being developed with Schools and departments.
- Intelligent Infrastructure continued to attract clients, and construction on the Data Center proceeded.
- The move to the Data Center is under discussion.

Activities planned for 2009-2010:

- Continue development of school and department transition plans for the STF; continue development of new IT resources.
- Plan for and conduct move to the Data Center.

Student Success (IP Recommendation 10)

Student Success (EP Recommendation 10)
Campus Planning Theme: Teaching and Learning
Secondary Goals:
Sub Unit:
Time Frame: July 1, 2008 - June 30, 2009

Actions taken for 2008-2009:

- UITS formed a Student Awareness Group to consolidate and expand student outreach and information efforts.
- UITS released the ComputerGuide to minimum hardware recommendations to help students navigate the university's negotiated discounts with vendors (computerguide.iu.edu).
- During the 2008-09 academic year UITS, working with university partners, released new features of the ePortfolio system, making it more effective in collecting student work (http://uits.iu.edu/page/avte).
- The Making IT Happen TechFest offered IUPUI students a host of resources and information booths (http://makeithappen.iu.edu/).
- The new plan for leveraging the undergraduate Student Technology Fee announced in February 2009 will mean more IT resources for students (http://kb.iu.edu/data/aydm.html#what).

Evidence of Progress for 2008-2009:

- Student Awareness Group activities included:
Activities planned for 2009-2010:

- A new student leadership group "Student IT Ambassadors" is being created at IUPUI and IUB that will help make students aware of IT resources and services while providing leadership experience for its members (http://www.indiana.edu/~uitsco/index.php?page=student-ambassadors).
- Further enhancements of ePortfolio are planned for the 2009-2010 academic year.
- Development of Student Technology Fee transition plans will continue, and new IT resources will become available for students.

Fiscal Health

Reallocation Plan

Other Question(s)

1) How are you dealing with the projected base budget reductions for 2009-10 and 2010-11? For instance, how will the projected base reductions affect your ability to deliver your current level of services to students, faculty, and staff? Will some planned initiatives have to be delayed or terminated?

The final base budget adjustment to meet UITS target is ZZ7853910.

Our target was $322,957. We satisfied 31% of the cut with mandatory travel reductions. To manage within this reduced travel budget we are looking at alternate means for training, including video links to conferences, and bringing trainers on site when feasible. We are carefully reviewing all travel, and also trying to maximize carpooling between IUB and IUPUI.

Three positions were vacated at UITS in the past four months that are funding in whole or in part by IUPUI GF. Every vacancy is being carefully collectively reviewed by UITS management prior to filling, and responsibilities are being spread among existing staff, or when feasible, eliminated.

Over the past several years, in various forms, UITS has internally managed an Expenditure Review Committee (ERC) initiative. The purpose of ERC is for all units within UITS to be constantly reviewing services provided, and identifying ways to deliver services more efficiently, or to reduce or eliminate services no longer deemed crucial. Funds culled from ERC initiatives are held centrally by UITS to self-fund new high priority initiatives, including the priorities outlined by the University Community in the latest strategic plan for IT at IU (Empowering People). To meet our targeted budget reduction we have used $170K of funds gathered from mandated ERC reductions. This will slow or reduce the number of other priority UTIS initiatives that we are able to deploy.