Mission

University Information Technology Services (UTIS), 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, UTIS is centrally responsible for implementation of Empowering People, Indiana University’s Strategic Plan for Information Technology Strategic Plan, available at http://op.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 (Empowering People, Recommendation 2)

Access to Network Resources

Campus Planning Theme: Teaching and Learning, Research, Scholarship and Creative Activity

Secondary Goals:

Sub Unit:

Time Frame: July 1, 2009 - June 30, 2010

Actions taken for 2009-2010:

- UTIS 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).

- IU in September 2009 launched IU Mobile, a Web service designed specifically for smartphones and similar mobile devices, at m.iu.edu, to provide mobile access to university resources and services. Along with news and alerts, a directory and Oncourse, IU Mobile provides direct access to:
  - Availability of computers in Student Technology Centers
  - Emergency contact information
  - Search tool for searching IU libraries and the UTIS Knowledge Base
  - Bus schedules (on the Bloomington campus) and campus maps
  - Additional services based on input from the IU community
  - (http://newsinfo.iu.edu/news/page/normal/11726.html)

- IUPUI researchers and scientists involved in national and international collaborations expanded connectivity to unique computational resources and services through TeraGrid, a national system of interconnected supercomputers, thanks to a $30-million NSF grant to the University of Chicago, and partner sites that include Indiana University. The grant provides for expanding the TeraGrid network, which is managed by the Global NOC at IUPUI. (http://news.uchicago.edu/news.php?asset_id=1697)

- New I-Light connections for Ivy Tech will offer increased capacity for collaboration and innovation in education and
research across institutional and geographic boundaries. I-Light is managed on behalf of the state by UITS.

- Researchers at IUPUI will benefit from a $10.1-million National Science Foundation (NSF) grant to establish FutureGrid, a testbed for next-generation scientific supercomputing. The network will support research across the sciences. IU leads nine other partners in the $15-million project, of which the NSF award is part. ([http://iutpress.iu.edu/news/page/normal/11841.html](http://iutpress.iu.edu/news/page/normal/11841.html))

- The Global Research Network Operations Center (GlobalNOC) at IUPUI was chosen by the National Oceanic and Atmospheric Administration (NOAA) to operate "Nwave," its new high-speed network for climate research. The three-year, $1.6-million contract will create seven new jobs in the GlobalNOC.

- The university was among a group of national research and education networking organizations that received some $62.5 million in federal stimulus funding to construct the United States Unified Community Anchor Network (U.S. UCAN) that will link regional networks across the nation. This network will connect schools, libraries, community colleges, health centers and public safety organizations together in an open, national network. ([http://newsinfo.iu.edu/news/page/normal/14572.html](http://newsinfo.iu.edu/news/page/normal/14572.html))

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Evidence of Progress for 2009-2010:

- Some 41 Indiana higher education sites now connect to the I-Light network. Expanded network connectivity means more access to educational resources.
- I-Light is a catalyst for revamping the state’s economy toward a greater role in research and education in the life and health sciences and enables the School of Medicine to deliver distributed education programs to its eight Medical Education Centers across the state.

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**Collaboration & Communication (Empowering People, Recommendation 3)**

**Campus Planning Theme: Best Practices**

**Secondary Goals:**

**Sub Unit:**

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

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Actions taken for 2009-2010:

- 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://iutpress.iu.edu/news/page/normal/10346.html](http://iutpress.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](http://uits.iu.edu/page/axoq)).
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 2010-2011:

- Videoconferencing solutions will continue to be tested.

Diversity

Campus Planning Theme:
Secondary Goals:
Sub Unit:
Time Frame: July 1, 2009 - June 30, 2010

Actions taken for 2009-2010:

Evidence of Progress for 2009-2010:

Activities planned for 2010-2011:

Campus Planning Theme: Campus Climate for Diversity
Secondary Goals:
Sub Unit:
Time Frame: July 1, 2009 - June 30, 2010

Actions taken for 2009-2010:

- Students in grades 6-12 who have academic potential can take part in the Minority Engineering Advancement Program (MEAP). Staff from the Pervasive Technology Institute and UITS volunteer with MEAP staff to expose students to concepts and careers in engineering and technology through summer workshops. ([http://newsinfo.iu.edu/asset/page/normal/7980.html](http://newsinfo.iu.edu/asset/page/normal/7980.html))

- The Adaptive Technology and Accessibility Centers (ATAC) on the Indianapolis and Bloomington campuses provide University students, faculty and staff with access to specialized adaptive technologies that help with reading, writing, studying, and information access. ([http://www.indiana.edu/~jusdaps/](http://www.indiana.edu/~jusdaps/))

The Gerald L. Bepko Internship Program provides students on the Indianapolis and Bloomington campuses, especially those from underrepresented minorities, with opportunities to work with UITS staff on information technology projects. ([http://www.indiana.edu/~uitsr/services/jobs/intern.html](http://www.indiana.edu/~uitsr/services/jobs/intern.html))
Evidence of Progress for 2009-2010:

Since 1976, more than 100 students have participated each summer in the Minority Engineering Advancement Program (MEAP) program.

The success of the Gerald L. Bepko Internship Program is reflected in the fact that in 2020-11, some 20 internships are being offered on the IUPUI and IUB campuses.  (http://www.indiana.edu/%7Euitshr/services/jobs/intern.html)

Activities planned for 2010-2011:

UI TS will continue its successful programs in engaging students from traditionally underserved populations in activities that acquaint them with opportunities in information technology and related fields.

Engagement Beyond (Empowering People, Recommendation 11)

Campus Planning Theme: Civic Engagement
Secondary Goals:
Sub Unit:
Time Frame: July 1, 2009 - June 30, 2010

Actions taken for 2009-2010:

- The university signed a six-year enterprise license agreement with Campus Management Corp. to deliver its constituent relationship management (CRM) Talisma-CampusCRM™ software for managing data and communications for all IU campuses and their schools, the alumni association, and foundation. IU is the first major, multi-campus university in the nation to elevate constituent communications to university-wide platform. (http://uitsnews.iu.edu/2009/07/15/iu-and-campus-management-from-strategic-partnership/)

- The university’s $10M Innovate Indiana venture capital fund will help translate new concepts and technologies created at IU into the marketplace as commercial products, services, and treatments developed by emerging technology-based companies. (http://uitsnews.iu.edu/2009/12/04/iu-unveils-10m-innovate-indiana-fund/)

- An April 2010 agreement between the IU School of Continuing Studies, University Information Technology Services IT Training & Education, and the IU Alumni Association will provide affordable, high-quality IT workshops to IU alumni and other external organizations. (http://uitsnews.iu.edu/2010/07/19/iu-teams-up-to-offer-it-workshops-to-alumni-and-other-organizations/)

- Staff from UITS and the Pervasive Technology Institute volunteer with the Minority Engineering Advancement Program, sponsored by the Purdue School of Engineering and Technology, that involves talented students in grades 6-12 in engineering and technology projects. (http://newsiro.iu.edu/asset/page/normal/7980.html)

See also “Environmental Stewardship” and “Access to Network Resources

Evidence of Progress for 2009-2010:

- Initiatives involved with collecting ewaste continue to attract members of the IUPUI and Indianapolis communities.

A February 2010 $25.1 million grant from the American Recovery and Reinvestment Act to Zayo Bandwidth in partnership with the U Light network will connect 21 Ivy Tech Community College campuses to the U Light network and expand broadband connectivity.
Activities planned for 2010-2011:

- Initiatives to collect ewaste will continue in 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.

**Engagement Beyond**

**Campus Planning Theme:** Civic Engagement

**Secondary Goals:**

**Sub Unit:**

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

Actions taken for 2009-2010:

- 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://rtinfo.indiana.edu/IIED/).

Evidence of Progress for 2009-2010:

- 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 2010-2011:

- 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 (Empowering People, Recommendation 6)**

**Campus Planning Theme:** Best Practices

**Secondary Goals:**

**Sub Unit:**

**Time Frame:**
Actions taken for 2009-2010:

- The IUPUI Recycling Committee provided an opportunity for the IUPUI community to dispose of household recyclables, hazardous waste, and e-waste at its seventh annual Tox Away Day on April 9, 2010. (http://newscenter.iupui.edu/3911/Opportunities-to-Dispose-of-Toxic-and-Electronic-Waste)
- The Indianapolis community, including businesses, nonprofits, educational institutions and individuals were invited to dispose of electronic waste during the IU and IUPUI Electronic Waste Collection Days on April 30 through May 2, 2010. (http://newscenter.iupui.edu/3911/Opportunities-to-Dispose-of-Toxic-and-Electronic-Waste)
- The release of the online telephone directory at phonebook.iu.edu as part of the university’s “Go green” campaign is expected to advance the university’s sustainability efforts, and offers more complete information than its printed counterpart. (http://uitsnews.iu.edu/2009/09/02/ia-announces-green-campaign-for-campus-directory/)
- The IU Intelligent Infrastructure (IUI) developed by UITS continues to contribute to the university sustainability efforts by reducing power and electrical requirements. (http://uits.iu.edu/page/avpy).
- The Go Green Gadget is available for download on IUware so users can set power savings options on their computers and track savings.
- UITS provided feature articles on sustainability to the IUPUI publications, The Link.

Evidence of Progress for 2009-2010:

- eWaste clean-up efforts resulted in the recycling of 500,000 pounds of e-waste.
- The IU intelligent Infrastructure now hosts 1,300 virtual machines, and growing.

Activities planned for 2010-2011:

- Planning is underway for the next eWaste Collection Days.

UITS will continue to help promote high standards of environmental stewardship by communicating about energy-efficient computing practices and paper-saving measures

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

Actions taken for 2009-2010:

- 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 (IUI) 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 2009-2010:

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

Activities planned for 2010-2011:

- 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 (Empowering People, Recommendation 4)

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit:
Time Frame: July 1, 2009 - June 30, 2010

Actions taken for 2009-2010:

- New hardware/software acquisitions and license agreements UITS negotiated with commercial vendors provide cost-effective resources for the university community (see “Solid Foundation of IT infrastructure.”)

- The use of the UITS-developed Intelligent Infrastructure now comprises 70 servers that host some 1,300 virtual machines, representing 24 university departments.

- Progress continued on a three-year plan announced by Chancellor Bantz in February 2009, and developed by UITS in discussion with deans and campus leaders, to leverage undergraduate Student Technology Fees (STF) to enhance IT resources for students and achieve cost efficiencies. New resources are listed below in “Evidence of Progress.”
- See also “Solid Foundation of IT infrastructure.”

Evidence of Progress for 2009-2010:

- IU’s Intelligent Infrastructure is helping campuses and departments realize savings in cost and space, and reduce duplication of services. As well, it allows clients more agility on planning resources and contributes to the university’s “green” efforts.

- New resources enabled by the STF transition include:
  - Computers: 273 new computers update older machines. 5 computers (4 PC, 1 Mac) are on each Campus Center levels; 1 seat per level is ADA compliant. There are 31 STC machines in Cavanaugh Hall common areas, 4 new Mac InfoStations in the ICTC Lobby, and InfoStations in the Taylor Hall basement. Laptop checkout is available in the Campus Center for student organizations.
  - Work areas: There are 15 STCs, with 468 seats, including 2 Mac classrooms and 5 additional PC classrooms (146 seats) and a new collaborative classroom in Business/SPEA 3001 (BS) with 21 student PC workstations and 1 instructor workstation.
• Software: More than 150 software applications standard on STC machines, including the full suite of Microsoft and Adobe software available through IU’s enterprise licensing agreements, and more statistical and mathematical software.

• Printers and printing: A printing allocation for undergraduates for up to 650 pages, in several STCs, 20 new printers to update older machines, printers in the Campus Center Theater Level and 2nd and 3rd levels, and a large-format scanner in Eskenazi Hall.

• To help students use and find IT resources: Expanded STC consulting services, Printer Locator and Seat Finder applications, and an IU Mobile application for phones and other handheld devices.

• 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 STC stations with more than 150 applications in the Theatre Level of the Campus Center.

Activities planned for 2010-2011:

• Work will continue on STF transition plans.

Financial Stewardship

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

Actions taken for 2009-2010:

• 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 2009-2010:

• As of June 2009, IU'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 2010-2011:
Human and IT Co-development (Empowering People, Recommendation 8)

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit:
Time Frame:

Actions taken for 2009-2010:

- The widespread use of the elearning program lynda.com prompted IU to sign a three-year contract for the software, providing 24/7 access across the university.

- UITS released a Knowledge Base wiki that allows users to comment and create entries to the KB (http://uits.iu.edu/page/aumd).

- The IU Mobile service that enables smartphones to access university information asks for feedback, giving users a way to request additional services for IU Mobile and to make suggestions for the continued development of the service. (http://uitsnews.iu.edu/2009/09/03/iu-mobile-to-help-smartphones-access-iu-information/)

Evidence of Progress for 2009-2010:

- 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. New resources enabled by the STF transition include:
  - Computers: 273 new computers update older machines. 5 computers (4 PC, 1 Mac) are on each Campus Center levels; 1 seat per level is ADA compliant. There are 31 STC machines in Cavanaugh Hall common areas, 4 new Mac InfoStations in the ICTC Lobby, and InfoStations in the Taylor Hall basement. Laptop checkout is available in the Campus Center for student organizations.
  - Work areas: There are 15 STCs, with 468 seats, including 2 Mac classrooms and 5 additional PC classrooms (146 seats) and a new collaborative classroom in Business/SPEA 3001 (BS) with 21 student PC workstations and 1 instructor workstation.
  - Software: More than 150 software applications standard on STC machines, including the full suite of Microsoft and Adobe software available through IU’s enterprise licensing agreements, and more statistical and mathematical software.
  - Printers and printing: A printing allocation for undergraduates for up to 650 pages. in several STCs, 20 new printers to update older machines, printers in the Campus Center Theater Level and 2nd and 3rd levels, and a large-format scanner in Eskenazi Hall.
  - To help students use and find IT resources: Expanded STC consulting services, Printer Locator and Seat Finder applications, and an IU Mobile application for phones and other handheld devices.

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 STC stations with more than 150 applications in the Theatre Level of the Campus Center.
Activities planned for 2010-2011:

- A web site with complete information about Empowering People, including opportunities for community input and feedback, is now live at ep.iu.edu. Its timeline of accomplishments reflects many resources and services that benefit the IUPUI community.
- Work on planning for and installing STC resources for students will continue.
- UITS will continue to develop services for IU Mobile, based on feedback from users.

(http://uitsnews.iu.edu/2009/09/03/iu-mobile-to-help-smartphones-access-iu-information/)

☑ 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 2009-2010:

- 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 administering the IUPUI Student Technology Fee at various public forums, including Chancellor Chat sessions on May 6 and June 17.

Evidence of Progress for 2009-2010:

- 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 2010-2011:

- 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 (Empowering People, Recommendation 9)
Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit:
Time Frame: july 1, 2009 - June 30, 2010

Actions taken for 2009-2010:

- IU and its partners released Kuali Rice 1.0. This is the core infrastructure for all Kuali applications, including Kuali Financial System 3.0, Kuali Coeus 2.0, and Kuali Student. [http://uitspress.iu.edu/news/page/normal/12451.html]

- A new partnership, Rice Investing Partners, which includes IU, provides a governance structure, funding model, and dedicated resources for continued operation. [http://uitspress.iu.edu/news/page/normal/10757.html] and [http://kuali.org/rice/]

- Work continued on the Kuali Coeus Financial Systems, with the ID Billing, Daily Balancing, and other enhancements put in place in May 2010.

- IU and collaborators launched the Kuali People Management for the Enterprise project in August 2010 for the development of an enterprise human resources and payroll system for higher education was launched in August 2010

- 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.iu.edu/page/avg].

IU is among a group of leading academic research libraries that are partnering in the Kuali Open Library Environment project to develop software created specifically for the complex business management and workflow operations of academic and research libraries. [http://uitsnews.iu.edu/2009/11/20/universities-launch-open-library-environment-as-kuali-foundation-project/]

Evidence of Progress for 2009-2010:

IU President McRobbie announced in December 2009 that the university achieved $15-million in one-time cost reductions from IU's partnership with Kuali Financial Systems to create an open-source financial system

Activities planned for 2010-2011:

- Work will continue on Kuali software development.

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 2009-2010:

- 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.iu.edu/page/avtk).
- 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.iu.edu/page/avti).

Evidence of Progress for 2009-2010:

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

Activities planned for 2010-2011:

- 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.

IT-enhanced Teaching and Learning (Empowering People, Recommendation 14)

Campus Planning Theme: Teaching and Learning
Secondary Goals:
Sub Unit:
Time Frame: July 1, 2009 - June 30, 2010

Actions taken for 2009-2010:

- The university made significant progress on the strategic recommendation that called for the development of new, flexible learning spaces that encourage collaboration, allow for a variety of learning styles, and provide new software and hardware that supports the work of today’s students, including multimedia.

- See also “Financial Stewardship” and “Student Success.”

Evidence of Progress for 2009-2010:

- An experimental classroom developed in IT 121 offers collaboration tables, collaborative software and 40” flat-panel displays.
- Upgrades to the Student Technology Center in IT 131 include new collaboration environments, multimedia capture devices, and space for mobile technology users.
- The learning environment in the BS2000 classroom was enhanced with updated presentation technology, projection screens, and videoconferencing equipment.

- IUPUI students can experience advancements in flexible learning spaces in the new rich media area in University Library, a partnership between the University Library and UITS. With a full suite of advanced multimedia facilities, the space allows for IT
Activities planned for 2010-2011:

- The IU Public Modeling Center under development will offer a group-study learning environment with seating for collaborations and individuals.

☑ IT-enhanced Teaching & Learning (EP Recommendation 14)

Campus Planning Theme: Teaching and Learning

Secondary Goals:

Sub Unit:

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

Actions taken for 2009-2010:

- 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.indiana.edu/index.php?pageId=280&newsId=641).
- UITS made available a Printer Locator application that IU students can use to find places to print on campus. See http://iuware.indiana.edu.
- Oncourse CL upgrades provided new functionality.
- UITS administered the IU Faculty Podcasting Initiative, which is supporting 21 IU 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.indiana.edu).
- UITS negotiated a contract with Lynda.com to provide IT users with video-based e-learning materials for independent study, including comprehensive coverage of Adobe, Macintosh, multimedia, and web programming applications (http://ittraining.indiana.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 internships in helping IU technology experts advance IU medical and life sciences research (http://uitspess.indiana.edu/news/page/normal/9787.html).

Evidence of Progress for 2009-2010:

- 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.indiana.edu/page/auoi).
Activities planned for 2010-2011:

- 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.

Recapturing the Scholarly Record (Empowering People, Recommendation 12)

Campus Planning Theme: Research, Scholarship and Creative Activity
Secondary Goals:
Sub Unit:
Time Frame: July 1, 2009 - June 30, 2010

Actions taken for 2009-2010:


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.

Evidence of Progress for 2009-2010:

- By mid-November, the HathiTrust Digital Library will have a full-featured, full-text search service for 4.35 million items. (http://uitsnews.iu.edu/2009/10/).

Activities planned for 2010-2011:

- 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.

Recapturing the Scholarly Record

Campus Planning Theme: Research, Scholarship and Creative Activity
Secondary Goals:
Sub Unit:
Time Frame: July 1, 2008 - June 30, 2009

Actions taken for 2009-2010:

• 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 (OVPIIT), will provide university-wide leadership for Recapturing the Scholarly Record. Recommendation 12 of Empowering People.

Evidence of Progress for 2009-2010:

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

Activities planned for 2010-2011:

• 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 (Empowering People, Recommendation 5)

Campus Planning Theme:
Secondary Goals:
Sub Unit:
Time Frame: july 1, 2009 - June 30, 2010

Actions taken for 2009-2010:

• UITS acquired a site license for Identity Finder, which helps search and secure sensitive data on computers (http://keepITsafe.iu.edu/identityfinder).

• A UITS project resulted in the university becoming a member of InCommon (the first US identity management federation for higher education). This will provide single sign-on for content and services, eliminating the need for the IU community to maintain multiple, password-protected accounts (http://www.incommonfederation.org).

• Promoting IT security awareness was the sixth annual Higher Education Cybersecurity Summit hosted by the IU Center for Applied Cybersecurity Research (CACR) at the University Place Conference Center (UPCC) and Hotel. Speakers from IUPUI included Merri Beth Lavagnino, Chief Privacy Officer and Compliance Coordinator. See: http://www.indiana.edu/~uits/cacr/summit10/ and http://www.cacr.iu.edu/.

• UITS developed IU Secure, the new wireless network that is available for use in academic buildings and residence halls across IUPUI. (http://kb.iu.edu/data/aaww.html)

• Secunia Personal Software Inspector (PSI), now available from IUware identifies the software programs installed on a user’s PC and informs of needed security patches and how to get them. (http://uitsnews.iu.edu/2009/12/02/an-easier-way-to-keep-your-software-up-to-date/)

• The university held Data Privacy Day in January 2010 to raise awareness of privacy issues on social networks and web sites. (http://uitsnews.iu.edu/2010/01/26/january-28-join-us-for-data-privacy-day/). Archived session recordings are available at: http://informationpolicy.iu.edu/dataprivacyday/schedule
Evidence of Progress for 2009-2010:

- UITS routinely communicated with the IUPUI community about best practices in security through Newsbit, informational posters, and orientation materials.

Activities planned for 2010-2011:

UITS will continue its program of outreach and education to increase awareness of security and privacy, and will provide appropriate training at regular intervals for those who interact with sensitive data and resources.

Solid Foundation of IT Infrastructure (Empowering People, Recommendation 1)

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit:
Time Frame: July 1, 2009–June 30, 2010

Actions taken for 2009-2010:

- The Data Center at IU Bloomington, dedicated November 5, 2009, now houses critical computing, networking and storage equipment that serves all Indiana University campuses via I-Light, Indiana’s high-speed fiber optic network. Connected via I-Light to the data center in the Informatics and Communications Technology Building at IUPUI, it helps ensure continuity of essential and critical IT services for the university community. (http://newsinfo.iu.edu/news/page/normal/12472.html)

- In July 2010, the university entered into a three-year contract extension with Lynda.com, a leading provider of video-based learning, whose 833 courses cover a variety of information technology topics, including the popular Adobe Creative Suite software, for which the university signed a contract earlier in 2009. Microsoft Office, open source software, multimedia, web design, and programming. http://newsinfo.iu.edu/news/page/normal/15046.html

- IU’s agreement with Adobe provides IUPUI with the Adobe Creative Suite software at no cost, including tools for designing across media, web and mobile devices; and for creating video productions, motion graphics, and visual effects. See: http://uitsnews.iu.edu/2010/05/27/cs5/

- The UITS-developed Intelligent Infrastructure offers clients virtual hosting for IT infrastructure systems and servers, including maintenance, security, and backup services. (http://uits.iu.edu/page/vpy)

- Construction of the Cyberinfrastructure Building (CIB) at IUB continued. When complete, the building will be a sister to the ICTC at IUPUI, and a southern anchor of the university’s technology presence in the state.

- The university’s recently renewed IU/Microsoft Campus Agreement with Core Server Site License, made Windows 7 media available to IUPUI faculty, staff, and students in October 2009. The agreement also includes server software for IU departments for official use. The four-year agreement, in effect from June 1, 2009, through May 31, 2013, addresses the philosophy of abundance articulated in Empowering People, and leverages economies of scale to enable expanded use of technology and provide full institutional coverage for the university. (http://uitsnews.iu.edu/2009/06/16/iu-expands-and-extends-enterprise-agreement-with-microsoft/)
In response to requests for the IU community, and in the spirit of Empowering People, IU’s agreement with Adobe now includes Adobe Captivate, which is available for download from IUware. Captivate enables such multimedia features as screen capture, full-motion recording, and creating simulations. http://uitsnews.iu.edu/2009/11/19/coming-soon-adobe-captivate-on-iuware/ http://uitsnews.iu.edu/2010/05/27/cs/

See also: Financial Stewardship

Evidence of Progress for 2009-2010:

- The success of the Intelligent Infrastructure is evidenced by the fact that it now hosts some 1,300 virtual machines (For more, see Financial Stewardship, below.)
- Lynda.com usage gained a 4.75 user satisfaction rating of a possible 5 in the UITS annual User Satisfaction Survey. The past year logged 13,195 unique users. The number of training segments viewed was 468,241.
- In FY '10, 48,372 Microsoft products were distributed.
- In FY '10 80,000 Adobe products were distributed.

Activities planned for 2010-2011:

- CIB construction will continue, with move-in possible by summer or fall, 2011.

Solid Foundation of IT Infrastructure (EP Recommendation 1)

Campus Planning Theme: Best Practices

Secondary Goals:

Sub Unit:

Time Frame: July 1, 2009 - June 30, 2010

Actions taken for 2009-2010:

- 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/aqia.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
Evidence of Progress for 2009-2010:

- 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 2010-2011:

- 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 (Empowering People, Recommendation 10)

Campus Planning Theme: Teaching and Learning
Secondary Goals:
Sub Unit:
Time Frame: July 1, 2009 - June 30, 2010

Actions taken for 2009-2010:

- The university is a partner in the development of "Opencast Matterhorn," a webcasting platform that supports the delivery of educational content to video-and-audio sharing sites such as YouTube and iTunes, allowing flexibility in its use. (http://www.berkeley.edu/news/media/releases/2009/07/28_matterhorn.shtml)

- UITS make ITHelpLive chat 2.0 available 24x7, and implemented the chat icon on Student Technology Center desktops at IUPUI and IUB.

- In August 2009 IU launched a four-month project to gauge interest in lynda.com, the online video-based elearning library. (http://uitspress.iu.edu/news/page/normal/11571.html)

- UITS launched IU Mobile, a web service designed for smartphones and other mobile devices that provides online access to news and information about all university campuses, including Oncourse, the university’s collaboration and learning environment. (http://newsinfo.iu.edu/news/page/normal/11726.html)

- Students broadened their knowledge of UITS IT services and resources at the September 2009 Make IT Happen TechFest. http://uitspress.iu.edu/news/page/normal/11818.html

- As part of Sony’s invitation to the university to be a "First Wave" participant in a new Sony scholarship program, five students who met certain financial and academic requirements were awarded a Sony VAIO notebook computer and additional technology.
A November 2009 iPhone conference provided attendees with an overview of the technologies available for iPhone web applications and heard developers discuss their experiences creating iPhone applications. (http://uitspress.iu.edu/news/page/normal/12018.html)

UI TS released the “ComputerGuide” (computerguide.iu.edu) to minimum hardware recommendations to help students navigate the university’s negotiated discounts with vendors. (http://uitsnews.iu.edu/2009/07/15/computerguide-recommendations-faqs-and-deals/)

The online IT Training Tips blog provides users with the opportunity to share solutions and learn from others. See also Awards (http://uitsnews.iu.edu/2009/07/15/looking-for-interactive-it-tutorials-and-how-to-tips-2/ and http://ittrainingtips.iu.edu/)

New students visited New Student Orientation in summer 2009 to learn about IT resources, including accounts, no and low-cost software, and special vendor pricing. (http://uitsnews.iu.edu/2009/07/29/uits-orienta-new-students-to-it/)

The Student IT Ambassadors Group at IUPUI continues to flourish. The group has elected officers, built a website, and established a blog. (http://ambassadors.uits.iu.edu/index.php?page=iupui)

The new plan for leveraging the undergraduate Student Technology Fee announced in February 2009 means more IT resources for students. (http://kb.iu.edu/data/aydm.html#what).

See also “IT-enhanced Teaching and Learning” and “Financial Stewardship”

Evidence of Progress for 2009-2010:

The new plan for leveraging the undergraduate Student Technology Fee announced in February 2009 has meant more IT resources for students. (http://kb.iu.edu/data/aydm.html#what).

See also “Evidence of Progress” in the section “Human and IT Co-development.”

Activities planned for 2010-2011:

The new plan for leveraging the undergraduate Student Technology Fee will continue to make more resources available for students.

☑ 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 2009-2010:

- 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 2009-2010:

- Student Awareness Group activities included:
  - International student fair in August 2008 on the IUPUI campus.
  - Mailings sent to new student homes in May 2009 to introduce students to the IUPUI IT environment.
  - Distributed ”New2IU” flash drives to IUPUI students in June 2009, including an orientation video and software.

Activities planned for 2010-2011:

- 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.

World-class Staff (Empowering People, Recommendation 7)

Campus Planning Theme: Best Practices
Secondary Goals:
Sub Unit:
Time Frame: July 1, 2009 - June 30, 2010

Actions taken for 2009-2010:

- At the 14th Annual Statewide IT Conference, September 30 and October 1, 2009, at IUPUI, professionals, researchers, faculty, and students involved in information technology heard keynotes by IT VP & CIO Brad Wheeler and best-selling author Don Tapscott, and experienced education, awareness, and development opportunities. (http://statewideit.iu.edu/site_sites/archive/index.php?option=com_content&view=article&id=67)

Construction continued on the Cyberinfrastructure Building (CIB) on the Bloomington campus. When completed the building will house IT staff at Bloomington and serve as a southern focal point for the university’s IT planning, initiatives, research, and services

Evidence of Progress for 2009-2010:

- Indiana University was recognized on June 21 by Computerworld magazine as one of the Best Places to Work in IT. This adds a human-centric distinction to IU’s long list of honors in information technology (IT), which include numerous awards for advanced networks, software, and services. IU and WellPoint are the only Indiana IT employers to rank in the top 100, and IU is one of only six higher education institutions on the list. (http://newsinfo.iu.edu/news/page/normal/14753.html)
Staff are expected to move into the CIB in fall 2011.

The IT Leadership Program, which brings leadership concepts and relationship building practice to emerging leaders in the organization, graduated 26 participants in December 2009.

Activities planned for 2010-2011:

- Planning for the 15th Annual Statewide IT Conference scheduled for September 27 and 28, 2010, is underway with two days of presentations by professionals, researchers, faculty, and students involved in information technology, and the keynote speakers Stephen Berlin Johnson and Ze Frank.

- Additional ITLP sessions are planned for IT staff.

Fiscal Health

Reallocation Plan

Other Question(s)

1. Please describe faculty/staff participation in the planning process in your unit. What factors strongly influence your budget and planning priorities? Please give examples, which might include attracting and retaining undergraduates, strengthening graduate programs, building collaborative partnerships, increasing diversity in faculty and student populations.

Faculty and staff at IU are involved in IT planning at the strategic, policy, and operational levels. IU’s two IT strategic planning processes have involved the input of faculty and staff. A university-wide IT committee structure of faculty, staff, and students from all eight campuses advised IU’s first vice president for IT and cabinet in developing the university’s first IT strategic plan, architecture for the 21st Century (1998). The university community played an even greater role in developing IU’s second IT strategic plan, Empowering People. Kelley School of Business Professor Frank Acto led five committees of faculty, staff, and students to create the vision for IT at IU, around which the plan’s recommendations and actions were created. At every stage of the planning process, the community was invited to comment on drafts of the plan, which were published on an IU web site.

UITs seeks the input and feedback of faculty, staff, and students through various mechanisms, including an annual User Satisfaction Survey. Faculty liaison positions within UITS bring the faculty perspective to communication and service development. Various steering committees also guide IT systems, especially the Oncourse Priorities Committee, the Learning Technologies Steering Committee, and the Enterprise Systems Executive Committee (ESSEC). Faculty and staff partner in and/or provide input into the development of IU’s open software applications — Sakai/Oncourse, for learning management; Kuali, for university enterprise functions; and Kuali Open Library Environment (Kuali OLE) for the development of open library systems. IUPUI faculty, executive leadership, and schools and departments partnered with UITS to develop plans for transferring and applying the Student Technology Fee at IUPUI. As well, OVPIT executive staff participates fully in the deliberations and meetings of the IUPUI Faculty Council Technology Committee.

Budget and planning priorities are determined in part to support the annual goals IU President McRobbie sets for the university, i.e.: excellence in research and teaching, and student retention and graduation. The national landscape of IT is a factor in such issues as elearning initiatives and the security of data and identity online. As a state university, IU figures into its goal-setting exercises its obligations to support the State in such areas as economic development and growth, job retention, and developing Indiana as a center for the life sciences.

2. How do the plans within your unit align with the President’s Principles of Excellence and the Chancellor’s Guideposts? Please describe your process for integrating your unit’s plans with those of the campus.

With information technology as a resource in service of the university’s missions, the 15 recommendations and 68 actions in Empowering People, IU’s strategic plan for information technology, guide initiatives that address the Principles and Guideposts. A few examples will illustrate.

Toward excellence in education, UITS and IU continue developments that leverage IT as an adjunct to instruction and including the continued evolution of Oncourse, support for faculty using IT in instruction through the Centers for Teaching and Learning, leadership in the eBooks initiative, development of advanced and collaborative learning spaces, and development of applications that support students in their academic...
IT plays a role in attracting and retaining excellent faculty who count on accelerating their research and creative activity by leveraging IU's advanced cyberinfrastructure. The Data Center and Innovation Center at IUB complement the advanced resources of the Informatics and Communications Technology Center at IUPUI, with its facilities for advanced network design and engineering and advanced visualization facilities. Such resources have consistently enabled the university to attract grant funding to investigate and test grid-based research, exemplified in the FutureGrid $10M NSF award. It supports research and creative activity in the liberal arts through such initiatives as IDAH (Institute for Digital Arts and Humanities, http://www.indiana.edu/~idah/).

Internationally IU's impact is represented by such initiatives as the IU-initiated TransPAC network connection to the Asia-Pacific region, and the national and international network management services provided by the Global Research Network Operations Center (GRONC, http://globalnoc.uiuc.edu) at IUPUI. IU's collaboration with network scientists in South Africa, China, and India serve to strengthen collaboration and establish relationships as locations for study abroad.

In science and health care, IU's cyberinfrastructure supports research conducted through the Pervasive Technology Institute, the IU School of Medicine, and specifically the Regenstrief Institute, which has made significant contributions to developing a national health information superhighway (http://tinyurl.com/2dne4u4). A National Institutes of Health $1.5M grant supports IU researchers investigating the use of cloud computing in life- and medical-science research, which will take advantage of the NSF-funded FutureGrid IU is developing, and TeraGrid, which IU manages. Other technological advances enable medical and scientific researchers to process and manipulate increasingly large datasets used in gene sequencing.

As a public university IU has a responsibility to contribute to the state's economic development. The Indiana Research and Technology Corporation (IURC, http://innovate.indiana.edu/iurc/) is dedicated to helping transform the innovations and intellectual property created by the IU community into new commercial products and services. The IURC manages the two major technology incubators, the Innovation Center at IUB, and the Emerging Technology Center at IUPUI. The university also partners with the Indiana Economic Development Corporation, which supports start-ups and emerging businesses.

These IT-related initiatives are supported by an infrastructure of excellence that comprises forward-looking physical structures and outstanding IT tools and resources. UITC continues to support the pervasive use of IT by leveraging its expertise and buying power to negotiate no- and low-cost licenses and special agreements for the most-used software and hardware. The university's leadership in open source initiatives is contributing to an accessible, open educational environment for teaching and learning, and for university enterprise functions. IU's involvement in the Hathitrust digital repository and Open ScholarWorks for storage of and access to scholarly publications advances new ways to access to scholarly materials.

3. What longer-term trends (5-10 years) exist in your discipline/field that will affect your unit?

Many trends that UITC faces in the near future will likely involve planning in an environment of flat or decreased funding, which may mean more reliance on collaborations and partnerships with entities internal and external to the university.

Following is a selection of trends:

- Identifying critical services and finding new ways to sustain them, possibly through partnerships or grants.

- Streamlining or integrating enterprise services, and determining what combination of open source, locally developed, vended, or outsourced solutions provides the right functionality at financially feasible rates.

- Finding new ways to thwart increasingly sophisticated online threats. Ever-greater dependence on online assets requires creativity and vigilance in protecting digital and physical assets, while still preserving the access required in higher education. Focus on security systems, identity verification, and communicating best practices will remain important.

- Pervasive IT tools in teaching and learning, online scholarly repositories, online libraries, and e-texts and their management. As academe relies more heavily on IT resources, IT develops a relationship of partnership, and sometimes advisor, with academe. IT finds itself partnering in building digital library collections, working with faculty to integrate such technologies as simulation into teaching, and partnering with faculty and facilities staff in creating new collaborative, IT-enabled learning spaces, sometimes for specific skills or disciplines.

4. If the University experiences further budget cuts, what existing and emerging programs/initiatives in your unit will be your highest priorities?

The programs and initiatives that will rank among the highest priorities for UITC are those that serve the campus and university missions — and
thus that address services that are essential to students, faculty, and staff. The recommendations in *Empowering People*, the university’s IT strategic plan, broadly capture these. They include the following.

IU will likely continue to lead and partner in open source applications for higher ed, including Sakai, Hathi Trust, the Kuali Open Library Environment, Kuali Financial Management System, and Kuali Knowledge Management System.

IU will pursue the development, with partners, of a sustainable model for scholarly publication, dissemination, and curation that will enable academic communities to reclaim management and control over the scholarly record.

Data are an invaluable institutional resource and fundamental in every aspect of the university’s work. As the university grows increasingly digital, IU will continue to research new ways of creating, storing, managing, preserving, and accessing all kinds of university assets: enterprise data, research data, teaching and learning resources, records of scholarly life at IU, and creative works. Utilities for making those data appropriately accessible to the IU community, and beyond, are also essential in maximizing the usefulness of the data.

In determining priorities at a more granular level, UITS will continue to involve the input of the various steering committees that guide IT systems, including especially the Oncourse Priorities Committee, the Learning Technologies Steering Committee, and the Enterprise Student Systems Executive Committee (ESSEC).