



University of the Virgin Islands

Information & Technology Services

PROVIDING THE TECHNOLOGY SOLUTIONS AND THE INFORMATION RESOURCES TO ACHIEVE VISION 2012



INFORMATION & TECHNOLOGY SERVICES

FY2008 ANNUAL REPORT : BECOMING STRONGER

An update on the “technology plan to achieve VISION 2012”
October 1, 2007 to September 30, 2008



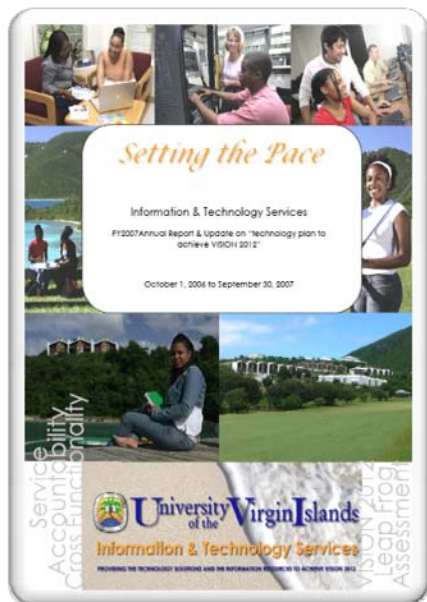
University of the Virgin Islands

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Becoming Stronger

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FY2008 brought many successes and challenges to the Information & Technology Services staff. System failures and complications during the network upgrade caused a great many issues for students and staff alike. These events tested and challenged the ITS staff and brought them to a level of performance unsurpassed. If in FY2007 ITS was “Setting the Pace” – in FY2008 ITS was “Becoming Stronger.”

“That which does not kill us makes us stronger.”
--Friedrich Nietzsche

Year In Review

Highlights and Accomplishments

Each of the ITS Managers owns a measure of accomplishment assigned to the Component. The specific tasks associated with those measures have been outlined by the Managers in the sections that follow. However, there are specific noteworthy accomplishments that need to be highlighted.

There are three specific areas highlighted in this year’s report: customer service charter, infrastructure growth and ITS shared governance initiative.

Customer Service and Teamwork

The ITS staff eagerly participated in the University-wide Customer Service Charter development process and launch. After the initial session with Dr. Haldane Davies, 12 ITS staff members volunteered to participate on a service charter team which guided the development of the ITS Service Charter and determined the service standards ITS promises to deliver to the University community. By working together to create the Service Charter, staff members were able to become well acquainted with the service standards for which they are now accountable. The entire component participated not only in the session with Dr. Davies but also in a follow-up session where the specifics of the charter were discussed. In order to insure that ITS provides the service standards that it puts forth in the Service Charter, assessment activities and staff objectives now include Service Charter standards. ITS will continue to use the Service Charter to assist in measuring customer service success along with other measures already in place in the component.



St. Thomas Members of the Customer Service Team

As part of its commitment to customer service and cross-functionality, ITS now provides a Service Desk at each campus library. Since ITS develops and promotes library and information technology services and resources, a combined service area provides a central point for the component to serve its broad base of customers. The ITS Service Desk is a single point of contact where students, faculty and staff can check out library materials, obtain assistance from the Helpdesk, check out technology equipment, obtain ID and library cards, and more. On the St. Croix campus, reference services are delivered from the Service Desk as well; however, the St. Thomas campus has a separate space for reference assistance. On both campuses, staff are prepared to provide appropriate referrals if the question or technical issue merits them. The

integrated service area is staffed primarily by staff members from the Customer Service and Library areas and is being supplemented by administrative, managerial and technical staff. Cross-functionality is emphasized with staff able to learn from each others' expertise. The opportunity to assist customers at the Service Desk is also extended to student workers. This increased capacity enables staff to assist customers with a variety of questions and technical matters in a knowledgeable and professional manner.

The success of these initiatives will be measured regularly using a customer survey and other assessment means. The results will be utilized to improve service and meet customer expectations.

ITS Customer Service Charter

OUR SERVICE CHARTER

The Service Charter of the Information and Technology Services component tells you about:

- WHO WE ARE
- OUR VALUES
- WHAT WE DO
- OUR CUSTOMERS
- OUR SERVICES
- OUR COMMITMENT TO OUR CUSTOMERS
- OUR SERVICE GUARANTEE
- OUR SERVICE STANDARDS
- HOW WE WILL BE ACCOUNTABLE
- HOW YOU CAN HELP US
- INFORMATION ABOUT THE UNIVERSITY
- HOW TO CONTACT US

WHO WE ARE

Information & Technology Services (ITS) is a Component of the University of the Virgin Islands (UVI) established to provide technology and information resources to meet the varying needs of the University community. In December 2004, the University of the Virgin Islands committed to a reorganization of the technology and library resources into a single University component with the objective of improving service to our customers and maximizing resources. The new Component was named Information & Technology Services (ITS). ITS is in the business of providing resources and



St. Croix Members of the Customer Service Team

technology support to achieve the mission, vision and strategic objectives of the University of the Virgin Islands as expressed in VISION 2012.

As a Component, we are dedicated to **service, accountability, and cross-functionality**.

Service

In keeping with the Mission, Vision, and Strategic Goals of the University of the Virgin Islands, the staff of ITS is dedicated to serving the technological and informational needs of the University and its general community. This effort involves anticipating and assessing customer needs in order to acquire resources and implement services. We strive to provide efficient service while demonstrating high-quality work, professionalism, courtesy, technical competence, and innovation.

Accountability

Information & Technology Services team members are responsible to the University and to each other for the successful completion of the work of the Component. In addition to the essential duties and responsibilities of each position, every team member is accountable to demonstrate outstanding communication skills, effective collaboration, personal initiative to overcome obstacles and the ability to work efficiently to meet deadlines and the needs of our customers.

Cross-Functionality

The Information & Technology Services component of the University is a combination of library, information and technology resources combined to support the needs of University stakeholders. Every team member is required to support the overall mission of the component and the University by participating in cross training on functions of the component and by participating in the delivery of services through the main customer service centers on each campus. This may include performing technical or clerical duties to meet the immediate needs of students, staff and faculty. As the hub of the component for each campus, these customer service centers are responsible for providing library information and services, technology and help desk support, and media and classroom assistance.

OUR VALUES

We embrace UVI's value system that embodies the principles, ideals and beliefs of its students, faculty, staff, administrators, and trustees, and forms the foundation for UVI's actions. Our values are:

- **Students First**
- **Learning and Scholarship**
- **Excellence**
- **Teamwork**
- **Collegiality and Shared Governance**
- **Inclusiveness of Ideas**
- **Principled Leadership**
- **Supporting Our Community**
- **Effective Use of Technology**
- **Equitable Reward System**

WHAT WE DO

In keeping with the Mission, Vision, and Strategic Objectives of the University of the Virgin Islands, ITS is dedicated to sustaining the technological and informational needs of UVI and the general community. We provide the technology solutions and information resources to achieve VISION 2012 in a variety of ways. We maintain accountability for the reliability of the network's infrastructure in support of the University's strategic direction, which provides access to information technology services and global communication via voice, video, and computer networks. We develop and promote enterprise wide applications. ITS provides library services and resources while serving as an advocate for UVI faculty and student technology needs. We also provide high quality customer service to our clients and stakeholders.

OUR CUSTOMERS

Our customers and stakeholders are the students, faculty, and staff of the University of the Virgin Islands and the Virgin Islands community.

OUR SERVICES

We are dedicated to meeting the information and technology needs of the University community. We will:

- Provide library resources and services;
- Provide instruction in the use of technology and library resources;
- Provide a reliable and stable network;
- Provide high quality customer service to our clients and stakeholders (customers).
- Provide technology resources and solutions that support teaching and learning;
- Provide technology solutions that support management and administrative operations, and University wide application software.

OUR COMMITMENT TO OUR CUSTOMERS

We are committed to respecting the rights of our customers, including:

- The right to review and appeal;
- The right to lodge a complaint;
- The right to privacy and confidentiality;
- The right to see information(i.e. Freedom of Information Act [FOIA]);
- The right to access services, facilities and information in a manner which meets client needs.

OUR SERVICE GUARANTEE

To fulfill our service guarantee to our customers we are committed to having well trained and supportive staff and to developing and maintaining an open and accountable culture that is fair and reasonable in dealing with our customers.

We will provide our customers with quality service by:

- Identifying ourselves when we speak to our customers.
- Seeking to understand our customers' requirements and to identifying what is important to them. We will listen actively and act responsively to our customers' needs.
- Recognizing that customers have different needs.
- Treating our customers with respect and courtesy, maintaining confidentiality where required.
- Giving our customers clear, accurate, timely and relevant information or help them find it.
- Being clear and helpful in our dealings with our customers, giving reasons for our decisions.
- Respecting the confidentiality of personal information and using it only in accordance with the law.
- Acting with care and diligence as we prepare a response, conducting ourselves honestly and with integrity in accordance with a strict code of conduct.
- Referring inquiries we cannot answer to an appropriate source.
- Presenting our responses to our customers' inquiries or letters clearly and concisely, using plain English, understandable graphics, or other means relevant to our customers' needs. Generally, we will contact the client within seven business days and will write back within 28 days of getting a letter. If this is not possible, we will indicate why we cannot and when the customer can expect a response. Our correspondence will include the name and telephone number of the person responding to the comment.
- Ensuring that our recorded telephone, facsimile and Web services are kept current.
- Ensuring that our recorded telephone and facsimile services use concise wording and compact graphics.
- Ensuring that our Web site is easy to use and well designed.
- Ensuring that all our services meet our customers' needs.

In delivering our services, we promise to honor the University's "Top Seven" Service Promises:

- To Smile
- To Greet Everyone We Meet
- To Know Our Jobs...And the University
- To Treat Your Concern as Our Concern
- To Follow Up On Everything
- To treat our Co-Workers As We Would a Customer [to value both internal and external customers and be responsive to their needs]
- To always remember that Communication Courtesy Matters

OUR SERVICE STANDARDS

This Charter describes our main services and how we measure their effectiveness. The following table describes how we will measure how effective we are in delivering our core services to our customers.

Our Services	Measures of effectiveness
Provide library resources and services.	<p>The libraries are open and the service desks are staffed Monday-Thursday, 8:00am-10:00pm, Friday 8:00am-8:00pm, Saturday 10:00am-5:00pm, and Sunday 1:00pm-8:00pm while classes are in session.</p> <p>Most requested materials will be made available within ten (10) business days. Special requests will be made available within thirty (30) business days.</p>
Provide instruction in the use of technology and library resources.	<p>Reference services will be available face to face, via telephone and email during the library's normal operating hours.</p> <p>All students in general skills classes will receive training in information literacy and library use. Training is available for all classes upon the request of faculty.</p> <p>We will offer monthly training sessions in information and technology resources to faculty and staff.</p>
Provide a reliable and stable network.	<p>Scheduled maintenance will be announced at least 48 hours in advance and will be planned during low use hours.</p>
Provide high quality customer service to our clients and stakeholders.	<p>Within 60 minutes of identifying a problem with our technology, we will notify the University community via email. In the event that email is not functional, we will use the voicemail system to notify our customers.</p> <p>We will respond to phone calls at the Helpdesk within four (4) rings and solve at least 30% of helpdesk requests during the first call.</p> <p>We will provide the customer with feedback on the progress of helpdesk tickets every three business days</p>

	<p>until the requests are completed.</p> <p>We will publish an ITS newsletter three times a year.</p> <p>We will inform our customers about the implementation of approved projects in the ITS Project Plan not less than thirty (30) days prior to execution.</p> <p>We will disseminate this information in our ITS newsletter.</p>
Provide technology resources and solutions that support teaching and learning.	<p>Rooms with technology are prepared and useable at the beginning of a confirmed event scheduled through Event Management Systems (EMS).</p> <p>We will conduct daily scheduled reviews of classrooms and laboratories to identify problems and resolve potential service issues.</p>
Provide technology solutions that support management and administrative operations, and University wide application software.	Aid in the assessment, development, and implementation of University information system needs.

The tables below show service standards for our interaction with our customers. We aim to process 75% of cases within these standards. Individual cases may be decided in longer or shorter periods than the service standard, depending on a range of factors, individual circumstances and the complexity of each case.

Telephone

Service Principles	Service Standards
Our telephones will be answered promptly.	We will respond to our customers' calls within four (4) rings.
	We will answer queued calls to our Call Centers within two (2) minutes.
We will be courteous, professional and helpful.	When answering the telephone, we will provide the caller with our name and work area.
	When we call our customers, we will provide our name, work area and the reason why we are calling.
We will be accessible by telephone during business hours.	We will provide coverage to all departments within ITS through the ITS Helpdesk (693-1466), the St. Thomas Library (693-1376), and the St. Croix Library (692-4130).
	The Office of the CIO, ITS Helpdesk, and Libraries will respond to customers' telephone messages within one (1) business day.
	Our recorded messages will be current and give appropriate contact details during absences.

In person

Service Principles	Service Standards
We will assist customers promptly.	We will serve customers within ten (10) minutes of their arrival, if they have an appointment.
	We will serve customers within twenty (20) minutes if they do not have an appointment.

	We will advise customers, in advance, about any unexpected delays in attending to them.
We will be courteous, professional and helpful.	We will be neatly dressed and well presented.
	The ITS Helpdesk and UVI Libraries will have in-person service options.
We will be accessible.	Our offices will be clean and comfortable, and, with additional funding, have clear signage and current, relevant information on display.

Interviews

Service Principles	Service Standards
We will give reasonable notice of interviews.	We will advise interviewees about interview arrangements in a timely manner. Where legislative timeframes apply, we will meet them.
	We will inform participants of any changes in arrangements before a scheduled interview.
	We will see interviewees within ten (10) minutes of an appointment time and advise interviewees of any unexpected delays.
We will actively address your diverse needs.	We will conduct interviews in locations that are as private and secure as possible and reflect the nature of the interview.

Written communications

Service Principles	Service Standards
We will respond to customers' correspondence promptly.	The Office of the CIO, ITS Helpdesk, and Libraries will reply to all correspondence in a timely manner using the most appropriate contact method – via telephone, in-person or in writing.
	We will acknowledge email requests within one (1) business day of receipt, and provide a likely timeframe for our full response.
We will be courteous, professional and helpful.	We will provide accurate, helpful and timely responses that are relevant to our customers' needs.
	We will identify ourselves and provide contact details in our written correspondence.
	The ITS Helpdesk and UVI Libraries will have email contact options.
We will be accessible in writing.	We will use out-of-office email messages when away from the office, and provide alternative contact details.

Our information

Service Principles	Service Standards
We will provide clear, accurate, helpful and consistent information.	We will regularly review and update information to ensure it is current and meets our customers' needs and expectations.

Your feedback

Service Principles	Service Standards
We value compliments, complaints and suggestions.	We will invite feedback and provide appropriate contact details in our client information.
	The ITS Helpdesk and Libraries will acknowledge customer feedback within one (1) business day of receipt.

	The ITS Helpdesk and Libraries will resolve customer feedback received via the web, email and telephone within ten (10) business days.
	The ITS Helpdesk and Libraries will resolve written customer feedback received via the U.S. Postal Service, facsimile or courier within twenty (20) business days.
We will use customer feedback to improve our services.	We will monitor and report on all feedback, and consider this in reviewing and improving our services.

HOW WE WILL BE ACCOUNTABLE

We undertake to:

- Monitor our performance against the standards set out in this Charter, our project plan, and our assessment activities. We will publish the results in our Annual Report and our ITS newsletter, which will be available upon request from our Public Relations Office and through the Office of the CIO.
- Be open to feedback on our performance, and suggestions for improvement from our customers and the public and make adjustments annually to our programs and services based on the information we receive.
- Publish information showing levels of satisfaction with our programs and services including complaints received and the resolution of those complaints annually.
- Provide explanations when our services do not meet acceptable standards of quality, timeliness or accuracy.
- Formally review the standards set out in this Charter once a year and make modifications where appropriate in light of customer comments and in response to ongoing changes.
- Independently review our Charter at least every three years by inviting comments from customers, stakeholders and staff as part of the monitoring and review process.

HOW OUR CUSTOMERS CAN HELP US

- We welcome customer views and comments as a vital ingredient in helping us to monitor and improve the relevance and quality of our service to the community.
- We will consider all suggestions fully and promptly in our planning for service improvement and, wherever possible, we will respond immediately.
- We may occasionally seek our customers' input to random surveys of how the community perceives our services and what services are needed, including assessments of our performance.
- We ask that our customers read our newsletter and take note of the information that is presented in it.
- Tell us if you have special needs so we can accommodate them.
- Let us know if you need an interpreter to use our services.
- Treat our staff with courtesy and respect.
- Attend scheduled meetings punctually.
- Respond to requests for information by the department accurately, thoroughly and in a timely manner.
- Provide us with changes in your circumstances promptly.
- Report any problems that you find when utilizing UVI technology to the Helpdesk at 693-1466.
- Use EMS to schedule rooms with technology.
- Abide by any and all legal requirements and other obligations that customers are to meet in order to be eligible for services sought.
- Let us know as soon as possible when we do not meet customer expectations. We will investigate your complaint and tell you what we have done about it.
- To help us give you the best possible service, we welcome suggestions for improvement to address any difficulties you are experiencing.
- We will try to resolve complaints satisfactorily and promptly. You can help us do this by providing clear details of relevant facts, persons and dates when you make a complaint.

- Complaints should be made to the person you have been dealing with (or that person's supervisor) or sent to our mailing address: #2 John Brewer's Bay, St. Thomas, V.I. 00802.

UVI Infrastructure

The Challenge

From August of 2005 to February of 2006, several evaluations of the networking infrastructure at the University of the Virgin Islands were undertaken. These revealed a number of deficiencies.

1. **There was no obvious design of the network.** The infrastructure was built in a piecemeal fashion without sufficient time for planning. This is not uncommon as the technology changed quickly and there were many disparate needs.
2. **The network was unsecured.** The UVI network was an unsecured custom configured, complex 10/100 megabit network. Additionally, it was configured outside of industry networking standards and best practices.
3. **There was little or no redundancy in systems.** This was especially true in the major network components and the single point of failure created by a single CISCO router that was running at 90% capacity and the inter-island microwave.¹
4. **There was no network documentation.** There was a lack of clear guidelines for server installation, routing design or maintenance schedules. In addition, network operations was highly reliant on shell scripts (files containing executable commands) that were undocumented.²
5. **The network equipment was aging.**
6. **Internet capacity was extremely low.**



The Solution

In March of 2006, the University of the Virgin Islands Foundation (FUVI) approved \$919,627 as part of Project Leap Frog for the redesign and implementation of the networking infrastructure for the entire University. This included a three phase plan:

1. **Phase 1:** The replacement of network electronics (\$299,460)
2. **Phase 2:** The implementation of appropriate security measures and improvement of network services (\$320,167)
3. **Phase 3:** The implementation of redundancy and increased capacity of the systems (\$300,000)

In addition, the University used Title III and operational allocations, EPSCoR funding and University plant funds to:

1. Redesign the network (\$20,000).
2. Replace aging server infrastructure (\$145,320).
3. Redesign the active directory/LDAP implementation (\$98,144).
4. Perform necessary remediation to sustain existing systems (\$144,800).

¹ It was the lack of redundancy and maintenance on the inter-island microwave that led to the network problems experienced September 2007 and the traffic was a factor in the router problem that occurred in October of 2007.

² The lack of documentation, especially on the mail routing and user creation systems caused the UVI student email system to be replaced with Google mail. New users could not be added after November of 2007 and the system became inoperable in May of 2008 when new mail systems were installed.

The Status

As of September 2008, the UVI network has been securely rebuilt in accordance with industry network standards and best practices. Documentation has been compiled for all upgrades or modifications made. To date, the following projects have been completed successfully:

1. Layer 2 switching upgrade from 10/100 megabit to 1000 gigabit. The upgrade has allowed for better and faster data transmission throughout the network.
2. Redundant firewalls were installed on both campuses to protect University systems from outside intruders.³
3. New mail gateways were installed to deliver and handle mail in an industry standard way.⁴
4. Student email was moved to Google mail and is accessible via <http://www.myuvi.net>.
5. Web filtering proxy appliances were installed to protect the open ports on the firewall.
6. Domain Name Services were re-implemented according to industry standards. This service now resides on seven different servers, providing recommended redundancy.⁵
7. Disparate LDAP systems were replaced by a single redundant system to better manage our users, improve security and allow the use of the Banner database as the single source of information for users across the network. Seven redundant Domain and Active Directory servers have been installed and the Active Directory database cleaned up, modified, and documented in accordance with Microsoft best practices.⁶
8. A Virtual Private Network (VPN) solution has been implemented to facilitate access to University systems via an at home Internet connection of at least DSL speeds or greater.⁷
9. The DHCP system has been re-implemented using industry standard technology.
10. An enterprise tape backup system (IBM's Tivoli) has been installed and is now backing up mission critical data to tape each night. Non-critical servers are backed up weekly.
11. Storage Area Network (SAN) devices were installed to provide additional storage space for Banner, Exchange, EPSCoR and Blackboard.
12. Network monitoring tools have been installed. These systems detect problems with network switches, allowing for repair or replacement before they become apparent to users.
13. Failover capabilities have been engineered for Blackboard.⁸
14. The Exchange servers were re-engineered according to industry standards.
15. Documentation was created for all new and existing network components:
 - a. Newly installed server configuration documentation includes server names, network connectivity, role specific, operating system and hardware configuration information.
 - b. Troubleshooting documentation on how to troubleshoot specific problems with newly installed UVI network appliances.
 - c. Active Directory documentation provides detailed documentation on how Active Directory, Domain name server (DNS), and Dynamic Host Configuration (DHCP) Protocol are set up.
 - d. Exchange Mail Services documentation including how Exchange is configured and how mail is routed internally.
 - e. Network Security documentation on how the UVI network is secured.
 - f. Layer 2 Gigabit switching documentation including documentation on switches and configurations for all UVI switches.
16. Training and certification was achieved by the networking staff.
 - a. Burt Chesterfield – Red Hat Linux Essentials RH033.

³ This eliminated frequent virus and outside user attacks on the UVI network.

⁴ This eliminated the use of the UVI mail server as a resend point for Internet spam. The UVI email system had an "untrusted rating", preventing UVI mail from being accepted by some institutions. This rating has now improved to "trusted".

⁵ The legacy DNS system failed in April of 2008. The re-implementation and redundancy prevents such an event from re-occurring. There are now a total of seven DNS servers, five of which are AD and internal DNS servers while two are external DNS servers.

⁶ The single LDAP system is secure and will allow UVI to implement a single-sign-on solution.

⁷ This replaced the failing modem pool.

⁸ This will eliminate Blackboard server downtime, as experienced during the Fall 2007 semester.

- b. Cecil Stanfield – Microsoft Windows Server 2003 System Administrator, Cisco Certified Network Professional, Cisco Certified Design Professional, and Hewlett Packard ASE Proliant Servers 2007.
- c. Mark Bough – Microsoft Windows Server 2003 System Administrator and Cisco Certified Network Administrator
- d. Kelly Harrigan - Cisco ASA firewall, Ironport, and Active Directory

The Next Steps

There are several tasks that need to be accomplished to complete phase 3. Completion of legacy issues:

- 1. Internet usage tracking software needs to be implemented.
- 2. New file servers need to be implemented to replace the X drive⁹, the current enterprise storage space available to the UVI community.
- 3. The acceptable use policy, currently in draft format, needs to be adopted.
- 4. Implementation of new web servers with possible off-campus hosting.
- 5. Completion of network management implementation, including the installation of call out alarms and server monitoring alarms.
- 6. Remediation of F5 load balancers¹⁰ allowing them to properly manage web application traffic.
- 7. Implementation of enterprise print servers, eliminating the deployment of small LaserJet printers throughout individual offices.
- 8. Port assessment to validate network traffic/routing.
- 9. Adoption of an infrastructure maintenance policy.
- 10. Migration of Self-Service Banner (Banweb) to Linux servers, one on St. Thomas and one on St. Croix.
- 11. Implementation of single-sign-on, providing users' one login to all authorized applications.
- 12. Completion of Banner failover using Dataguard.
- 13. Training for staff.

Redundancy Implementation (Phase 3)

- 1. Training for staff.
- 2. Design and implementation of campus wireless systems.¹¹
- 3. Enhancement of physical security of networking closets.
- 4. Additional fiber runs.
- 5. Increase of commodity Internet available to the St. Thomas Campus.¹²
- 6. Replacement of the inter-island microwave; delivery of Internet2 to the St. Thomas Campus.¹³
- 7. Implementation of mail bagging, providing a storage space for mail during disruptions to campus Internet or email services.
- 8. Implementation of failover capabilities among Internet providers.
- 9. Locate an EXCHANGE server on St. Croix for added redundancy.
- 10. Planning and implementation of a remote data center.
- 11. Development of a cyber-infrastructure strategic plan

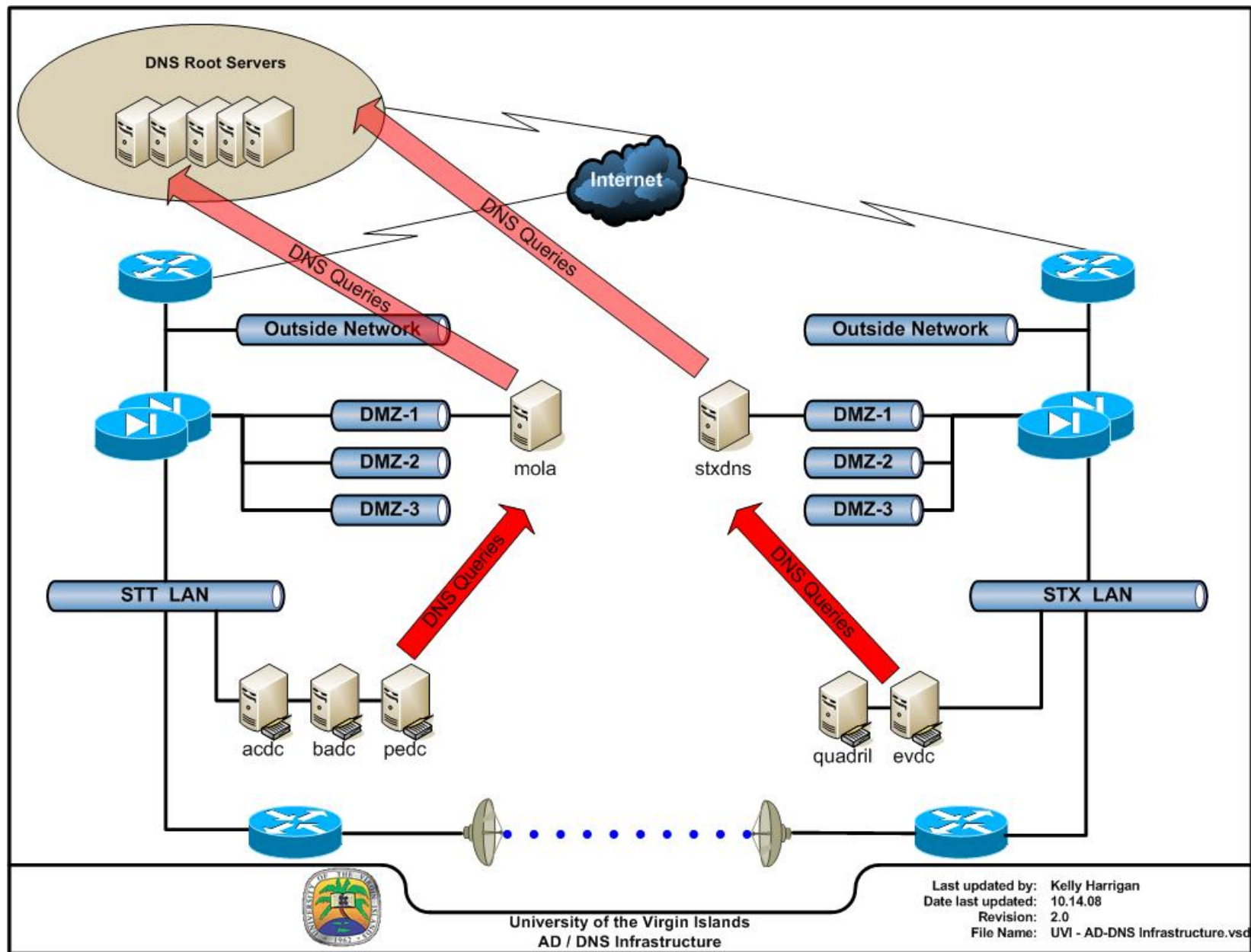
⁹ The X drive has been unmaintained and is now out of disk space. Old unused files need to be eliminated.

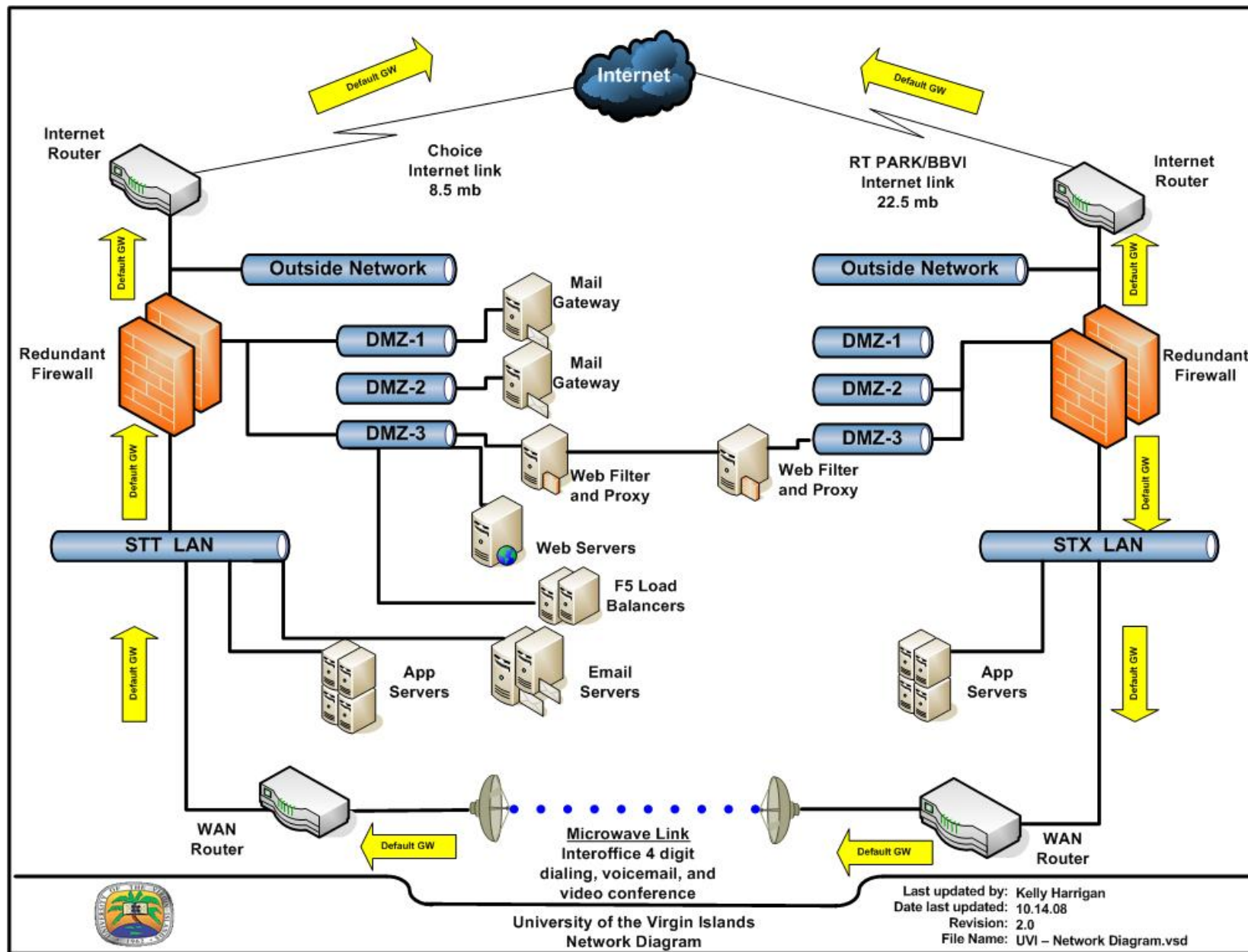
¹⁰ The F5s caused a network outage in August of 2008. Although the problem was remediated, it uncovered that local changes had been made in the configuration that were not documented and did not allow the failover of these devices to work properly. This is scheduled to be remediated in December of 2008.

¹¹ Wireless access in the dorms is scheduled to be implemented in January of 2009. The wireless implementation as a whole is scheduled to begin in January 2009.

¹² Necessary to eliminate slow Internet response times.

¹³ This is being done in conjunction with the UVI RTPark and EPSCoR.





Governance

ITS has devised a shared governance structure to provide the University community the opportunity to provide input and express needs of the various technologies in operations at UVI. Under this new structure, several committees work together to prioritize technology projects.

The Academic Technology Committee, which could be derived from the combined Library/Academic Technology committee reporting to the Provost, would be comprised of faculty and students. It would provide these groups the opportunity to communicate with ITS on library and academic technology issues and needs. The Enterprise Applications Committee (EAC) is comprised of non-academic members of the enterprise. Auxiliary offices such as CELL, SBDC, EPSCoR and the President's Office would share their technology needs and concerns through this committee.

A subset of the EAC is the Banner User Group. This group is made up of functional users of the Banner system from human resources, finance, accounting, enrollment management and financial aid; and it focuses primarily on Banner improvements necessary for best utilization of the program throughout the enterprise. The Academic Technology Committee and the Enterprise Application Committee both send representatives to the Information Technology Advisory Committee (ITAC).

Meeting quarterly ahead of the UVI Strategic Planning Committee, the ITAC serves as the forum for the Academic Technology committee and the Enterprise Application committee to feed information and priorities to the Chief Information Officer. All constituencies then come together via this body, to effect technology changes and improvements.

Through this structure, the University is afforded the opportunity to work with ITS on devising the strategic direction best suited to the needs of all. It also assures that specific departmental needs are met and that technology improvements can be coordinated to achieve the highest level of implementation and the biggest impact of dollars spent. The CIO will take budgeting needs from this planning activity to the University Budget Committee for budget allocation.

This shared governance structure, established during FY2008, will be fully implemented in FY2009. Like other component activities, the implementation may require small changes to maximize its effectiveness. All ITS policy proposals will be sent to the University Senate, once implemented for approvals. In addition, the Senate will be used to disseminate information about the technology decisions and impacts.

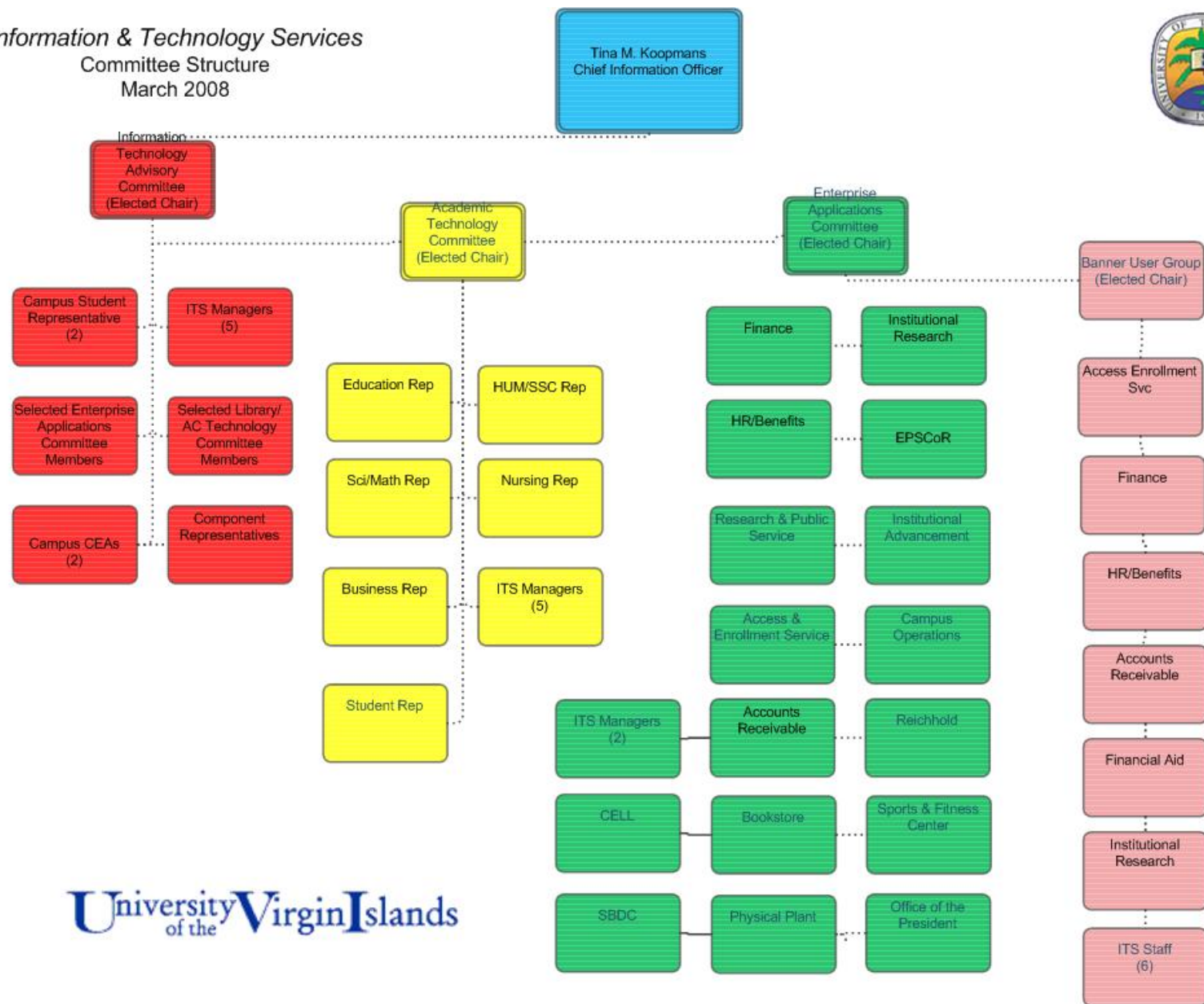


Newsletter: Communication will remain a key factor in the success of this governance model. ITS has successfully implemented a newsletter that is published three times per year. As stated in the newly adopted customer service charter, the newsletter is the primary source for communication of information to the University community. In addition, the component has a course on Blackboard where all component information is stored. This course is open to the entire University community.

The ITS staff will publish Volume 4 of the newsletter during fiscal year 2009. It is distributed in hardcopy and electronically throughout both campuses.

To enroll in the ITS Blackboard course, click on the COURSES tab in Blackboard. In the "Course Search" box enter information and technology services. Click on the ENROLL button. Click on SUBMIT. Click on OKAY.

Information & Technology Services
Committee Structure
March 2008



University of the Virgin Islands

ITS Budgeting

ITS had a FY2008 base budget of \$2,686,402 of which \$1,868,107 was personnel costs and \$676,553 is ongoing contract or maintenance costs; leaving a very small annual pool of \$141,742 for operations and improvements.

The biggest budgeting challenges facing ITS is the increase in annual maintenance contracts. Ongoing contracts costs will be \$852,789 for FY 2009. This is up from the FY2008 level of \$676,553. Although some items were added, the cost of existing maintenance contracts increased by \$47,783.

ITS was able to increase Internet capacity with existing funds that were earmarked for network contracts maintenance but was not necessary during the fiscal year because the new equipment was still under warranty. In January of 2008, approximately \$49,000 was allocated to increase the Internet capacity on St. Thomas from 4mb to 8.5mb. The capacity on St. Croix was raised from 6mb to 22.5mb. This provided much needed relief to University systems. A budget request was sent to the University Budget Committee in February of 2008 to make this increase a permanent budget item. This request, originally funded, did not receive an ongoing allocation after the budget cuts in October of 2008.

Continuing in FY2008, significant funding was available to ITS from the Foundation of the University of the Virgin Islands (FUVI) through Project Leap Frog (\$320,167), and through Title III for new initiatives related to enterprise and educational systems. The Title III allocation for FY08 was \$713,768.00 of which \$261,203.00 were utilized in personnel costs with the remaining was used in support of component Title III objectives. In addition, ITS received \$115,202 from the FY07 Title III carry forward allocations. These funds were used for training, equipment and the redesign and development of the University's identity management strategy. During the latter part of FY08, ITS received \$73,524 in FY08 Title III carry forward funds to support the replacement of thin clients in both library labs and equipment for the new faculty resource room on St. Thomas.

ITS received \$86,400 from plant replacement funds towards year four of the Server Replacement Project and \$150,500.00 to provide much needed upgrades to audio visual equipment, computers, and to replace furniture in the learning environments (smart classrooms, video conference rooms, and computer labs).

ITS also received much funding support from VI-EPSCoR. Approximately \$100,000 was allocated in equipment and personnel to support the network upgrade and Internet services. VI-EPSCoR also funded \$10,000 for library cards from Woods Hole Library to provide researchers with access to important research material not found in the University libraries.

UVI was awarded \$264,489 in software as a part of the Thurgood Marshall College Fund TMCF/Microsoft Grant Initiative. We received various Microsoft software programs (Office, Project, SQL Server, Office Mac, Project Server, Virtual PC, and Microsoft Math). This software is to be used throughout the University.

In FY2008, Derivative Consulting Group, a Hedge Fund Management Company and VI EDC company, renewed its donation of \$28,000 to pay towards Internet service to the St. Croix Campus. This donation paid for three megabytes of service from Broadband VI. Derivative Consulting Group also renewed its donation for FY 2009.

ITS received smaller but equally important donations from NBH Solutions and Walczak Technology Consultants.

In FY2008, ITS initiated an RFP in efforts to reduce the UVI long distance rates. At that time, the University's long distance provider was AT&T. Two long distances providers, Innovative Communications and Sprint submitted proposals; Sprint was selected as the new long distance carrier for the University. UVI switched over to Sprint from AT&T effective March 2008 and realized a 26% (\$2963.09) savings.

Student Fees For Technology**Technology Fee**

During FY2008, the University of the Virgin Islands received \$308,225¹⁴ in technology fees from UVI students. This fee is used to support information technology infrastructure for instruction and research and to support improvements that directly benefit students such as Internet access and computer labs. Income from this fee is also used to support the renewal and replacement of academic equipment and library books.

In FY2008, the income from the technology fee was used to fund projects like:

Project	Cost allocated to Technology Fee
MSCampus Agreement – that allows students to have access to all Office products on home computers. Total cost \$48,855	\$23,194
Internet Access – 8.5mb to St. Thomas Campus, 22.5mb to St. Croix Campus. Total cost \$112,258	\$37,419
Classroom & Lab technology updates (hardware)	\$150,500
Print & electronic library materials both campuses. Total cost \$180,880	\$60,293
Equipment for new 7x24 lab	\$22,562
Upgrade wireless network equipment in libraries, laundry rooms. Total cost \$21,000	\$14,257
TOTAL EXPENDITURES SUPPORTED BY REVENUES FROM TECHNOLOGY FEE	\$308,225

Residence Hall Internet and Phone Fees

The University collected approximately \$16,000¹⁵ during FY2008 from residence hall students for Internet and phone services. These fees pay for approximately 1mb of Internet service on each campus. The University also invested nearly \$36,000 in wireless networking equipment for the residence halls on both islands. This equipment, ordered in FY2008, will be installed by January 10, 2009. The University pays \$79,888 in telephone services to Innovative. This does not include long distance charges.

Printing Fees

In FY2007, ITS instituted a fee for student printing in the computer labs and libraries. Each student is credited 200 pages on their account per semester, but must pay ten cents per page for usage above 200 pages. The average number of pages printed per regular semester on St. Thomas is 96,119; and on St. Croix 42,647. The summer semester averages 9,549 pages on St. Thomas and 4,057 on St. Croix. This is a total of 291,138 pages in FY2008. ITS expended \$29,612 during FY2008 on paper, printers and printer supplies for both campuses. A total of \$2,235 was collected from students across both campuses for printing fees. For FY2009, students will be allowed to carry over unused pages from one semester to the next.

¹⁴ This is an unaudited number, subject to change.

¹⁵ This is an estimated number

Succession Plan

The outcome of all successful planning and implementation is the survival and prosperity of the component. Success which occurs in a vacuum or cannot be sustained is success that does not happen.

Inherent in the success of every organizational component of the University of the Virgin Island is the question of how the progress and accomplishments of VISION 2012 will be sustained in 2013. This is a question of purpose, resources and leadership. It is this question that has led the component to create a succession plan. This document will specifically address the sustainability of leadership and technical skills in the Information and Technology Services Component of the University.

At a time when the impact of technology and the information age is the greatest, the University of the Virgin Islands (UVI) made the decision to provide the resources to help students, staff and faculty achieve success in the "information age." UVI made the decision to merge two critical components of the University – its technology resources and its library resources—into a single component.

The merger allowed IT to maximize resources dedicated to overlapping areas, creating a more learner-focused technological environment, providing IT services at the point where learners discover their needs. By combining resources and cross-training staff, a more customer-service focused organization emerged with the skills to meet the University community's technological and informational needs.

The trend in higher education is to merge the growing role of technology and the changing role of libraries and re-focus the services on a student population that grew up with the Internet and knows how to "Google." By providing the resources to meet the needs of our learners where they are, we can provide them with the lifelong learning tools to turn technology into productivity, data into information, and information resources into knowledge.

Derval Prince and Jose Negron worked with the ITS staff to collect data that will complete the succession plan by the end of the calendar year 2008. This document includes career paths for each component position and a strategy to provide internal candidates for any necessary Chief Information Officer opening.

Job Descriptions

ITS also continues to update its job descriptions. This is an ongoing effort to make sure the ITS staff have positions that reflect their work and are compensated fairly for the work performed. While increasing salaries remains difficult without additional dollars from the legislature, it remains a priority for the Office of the CIO.

Professional Development

The most important asset in Information & Technology Services is the ITS Staff. This staff continues to prove they are extraordinary! There are several important initiatives undertaken by the University that the ITS staff has participated in with exuberant effort, including the development of customer service charters. ITS staff has also been very active in activities sponsored by the capacity building initiative referred to as Project Leap Frog.

The University has invested heavily in training for the ITS staff. The following matrix outlines the training received by staff. This is in addition to the Leap Frog initiatives being offered on campus. This maintains the investment level established in FY2007. The level of support budgeted for FY2009 from institutional funds however, was removed because of budget cuts. Every effort will be made to achieve training objectives with alternate funding resources.

ITS Professional Development 2007/2008							
Name	Training	Date	Cost	Fund	Location	Reason	Outcome
Mark Bough, Daryl Petersen, Burt Chesterfield, Kelly Harrigan	Network	Oct-07	\$ 560.20	ITS	St. Thomas	Technical Training	Learned how to design and implement UVI's new network infrastructure to include hardware, software specifications, vendor firmware upgrades and network monitoring tools and techniques.
Sharlene Harris	Triangle Research Libraries	Oct-07	\$ 3,314.14	ITS	Chapel Hill, NC	Network Management Academy	Management workshop skills received were utilized in the development of a policy statement for the creation of the Banner User Group.
Bethany Wilkes	Information Literacy Leadership Institute	Nov-07	\$ -	ILLI	Charlotte, NC	Workshop	Gained experience in developing and revising the Library's current information literacy program; learned ways to reach a variety of learners and learning styles to promote student learning
Judith Rogers	Executive Council at Fokal Cultural Center	Dec-07	\$ 1,183.00	ITS	Port au Prince, Haiti	Mid-year meeting	Participated in planning the meetings and worked on a strategic plan providing input for IT area objectives for the XXXVIII annual ACURIL conference in Montego Bay, Jamaica
Derval Prince II	VSX	Feb-08	\$ 3,459.43	TIII	Herndon, VA	Technical Training	Learned ways of backing up systems as well as how to better integrate them into class sessions, meetings, etc.; received exposure to every model of the Polycom Video Conferencing equipment; given the opportunity to interact with people from other businesses, both civilian and military.
Giovanni Garcia	VSX	Mar-08	\$ 2,676.75	TIII	Andover, MA	Technical Training	Learned ways of better integrating VC systems into sessions; was exposed to various models of Polycom VC equipment.
Sharlene Harris	Evaluation Training	Mar-08	\$ 800.00	TIII	St. Thomas	Workshop	Received hands-on training on writing objectives for grant-funded projects; viewed examples of different evaluations and guidance on developing evaluation tools.
Judith Rogers	Evaluation Training	Mar-08	\$ 1,392.00	TIII	St. Thomas	Workshop	Learned how to evaluate projects for grant-reporting purposes to include data collection to facilitate assessment, writing RFPs for evaluation and reviewing evaluation proposals, and writing effective objectives to guide evaluation processes.
Mark Bough	CISCO CCNA/CCDA	Mar-08	\$ 5,695.00	ITS	Vienna, VA	Training/Boot Camp	Received CCNA certification - learned how to install, configure and operate LAN, WAN, and dial-access services for small networks
Burt Chesterfield	Linux	Apr-08	\$ 5,182.80	EPSCoR	Atlanta, GA / Miami, FL	Technical Training	Received hands-on training on how to build a linux server cluster from scratch and on how to install all software needed to support an ocean-modeling environment.
Desha Brathwaite	SunGard Summit / Banner Training	Apr-08	\$ 4,362.00	ITS	Anaheim, CA	Training	Learned best practices in database and application upgrades, troubleshooting Oracle database issues, managing and performing routine tuning of the database and how to perform database backups using Recovery Manager
Judith Rogers	TICFIA-sponsored Grant Recipient Conference	Apr-08	\$ 1,601.00	TICFIA	Chicago, IL	Conference	Provided feedback to TICFIA program officer on the status of the Digital Library of the Caribbean (dLOC) project; interacted with other grantees to identify challenges and solutions in achieving objectives; engaged in presentations by invited speakers on topics related to development of digital archives such as strategies for sustaining collections, innovative enhancements using GIS and data-mining strategies

ITS Professional Development 2007/2008							
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Burt Chesterfield	Network	Oct 07	\$	ITS	St. Thomas	Technical Training	Learned how to design and implement UVI's new network infrastructure to include hardware, software specifications, vendor firmware upgrades and network monitoring tools and techniques.
Kelly Harrigan	Network	Oct-07	\$ -	ITS	St. Thomas	Technical Training	Learned how to design and implement UVI's new network infrastructure to include hardware, software specifications, vendor firmware upgrades and network monitoring tools and techniques.
Sharlene Harris	Triangle Research Libraries	Oct 07	\$ 3,314.14	ITS	Chapel Hill, NC	Network Management Academy	Management workshop skills received were utilized in the development of a policy statement for the creation of the Banner User Group.
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Judith Rogers	Executive Council at Fokal Cultural Center	Dec-07	\$ 1,183.00	ITS	Port au Prince, Haiti	Mid-year meeting	Participated in planning the meetings and worked on a strategic plan providing input for IT area objectives for the XXXVIII annual ACURIL conference in Montego Bay, Jamaica
Derval Prince II	VSX	Feb 08	\$ 3,459.43	TIIL	Herndon, VA	Technical Training	Learned ways of backing up systems as well as how to better integrate them into class sessions, meetings, etc.; received exposure to every model of the Polycom Video Conferencing equipment; given the opportunity to interact with people from other businesses, both civilian and military.
Giovanni Garcia	VSX	Mar-08	\$ 2,676.75	TIIL	Andover, MA	Technical Training	Learned ways of better integrating VC systems into sessions; was exposed to various models of Polycom VC equipment.
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Desha Brathwaite	SunGard Summit / Banner Training	Apr-08	\$ 4,362.00	IIS	Anaheim, CA	Training	Learned best practices in database and application upgrades, troubleshooting Oracle database issues, managing and performing routine tuning of the database and how to perform database backups using Recovery Manager

ITS Professional Development 2007/2008							
Name	Training	Date	Cost	Fund	Location	Reason	Outcome
Mark Bough	UDT Network / Project Specialists	Apr-08	\$ 616.22	ITS	St. Thomas	Training	Learned the email gateway (IronPort) capabilities. Learned to configure anti-spam rules and firewall Access-control lists to protect against unwarranted attacks from sources outside of UVI's network
Kelly Harrigan	UDT Network / Project Specialists	Apr-08	\$ -	ITS	St. Thomas	Training	Learned the email gateway (IronPort) capabilities. Learned to configure anti-spam rules and firewall Access-control lists to protect against unwarranted attacks from sources outside of UVI's network
Sharlene Harris	SunGard Summit / Banner Training	Apr-08	\$ 4,362.00	TIII	Anaheim, CA	Training	Obtained information on current modules and plans for enhancements to SunGard and Banner. Service-oriented architecture was also covered.
Judith Rogers	Caribbean Studies Association	May-08	\$ 2,235.75	TICFIA	San Andres, Colombia	Annual Conference	Presented a paper on the dLOC project at the 33rd Annual Conference of the Caribbean Studies Association (CSA) to promote the project's proposal to include CSA papers held at UVI; participated in dLOC annual scholarly Advisory Board meeting.
Kimblee Dawson	Oracle PL/SQL	May-08	\$ 4,772.34	TIII	Atlanta, GA	Training	The Oracle 10 SQL/PL SQL training gave an overall discussion and demonstration in Oracle 10g's changes and enhancements that is useful for the upcoming 10g upgrade. There was a review in SQL Plus along with Advance SQL concepts and PL/SQL concepts, and in addition to gaining extensive knowledge of database packages and functions, and creating database triggers that is sometimes needed for data integrity
Bethany Wilkes	American Library Association	Jun-08	\$ 2,387.50	ITS	Anaheim, CA	Annual Conference	Attended sessions on information literacy in the information age. Received information on staffing and sharing information in a virtual reference environment. Met with library database vendors as options for replacing Dynix, the current ILS.
Cynthia Richards	ACURIL	Jun-08	\$ 1,628.00	ITS	Montego Bay, Jamaica	ACURIL Annual Conference	Networked with regional and stateside librarians. Met with vendors and viewed demonstrations of products that could enhance UVI library services. Attended sessions on Web 2.0 and social networking, E/Virtual reference, copyright issues and integrated library systems and electronic resources management. Learned productivity tips and tools.
Erik Pattison	infoComm	Jun-08	\$ 2,140.30	ITS	Las Vegas, NV	Annual Conference	Attended sessions on new and existing technologies including digital signage, improved projectors, videoconferencing and associated equipment and best practices for installing and maintaining A/V equipment and collaborative learning systems.
Judith Rogers	ACURIL	Jun-08	\$ 2,235.75	TICFIA	Montego Bay, Jamaica	ACURIL Executive Committee	Chaired the IT Special-Interest Group meeting and the dLOC Executive Committee meeting; moderated panel discussion on Usability testing of electronic resources; attended a variety of presentations on library programs and services such as Inspiring and Engaging Our Community of Users; OCLC Caribbean Users Group meeting; Copyright Issues for Digital Resources; and, Creating Oral Histories.
Wenda Stephenson	ACURIL	Jun-08	\$ 1,759.70	ITS	Montego Bay, Jamaica	ACURIL Executive Committee	Obtained knowledge as to how information professionals can develop and use several types of technologies such as Web 2.0, Blogs, Face Book to benefit those the Library serve.
Marilyn Henderson	How to Excel at Managing and Supervising People	Jun-08	\$ -	ITS	St. Thomas	Seminar	This workshop introduced the topic of emotional intelligence and its necessity in dealing with difficult situations, effective methods of communicating and the characteristics of a good leader and motivator.

ITS Professional Development 2007/2008							
Name	Training	Date	Cost	Fund	Location	Reason	Outcome
Phoebe Smith-Charles	How to Excel at Managing and Supervising People	Jun-08	\$ 325.00	ITS	St. Thomas	Seminar	This workshop introduced the topic of emotional intelligence and its necessity in dealing with difficult situations, effective methods of communicating and the characteristics of a good leader and motivator.
Marilyn Henderson	National Association of HBCU Title III Administrators	Jun-08	\$ 425.00	TIII	St. Thomas	Technical Assistance Workshop	Learned a greater understanding of the Title III program and its policies and procedures relative to UVI and the ITS funded activities. Attended sessions on writing measurable objectives and the impact of TIII on university campuses.
Cherie Wheatley	National Association of HBCU Title III Administrators	Jun-08	\$ 425.00	TIII	St. Thomas	Technical Assistance Workshop	Learned about the Title III program which heavily funds ITS initiatives. Attended sessions on objective writing and provided an understanding of TIII at UVI and other institutions.
Suzanne Darrow	Blackboard Next Generation (NG) and the Outcomes Systems Presentation	Jun-08	\$ 307.50	ITS	Bayamon, PR	Blackboard Caribbean Meeting	Met with regional/national Blackboard representatives; learned about improvements to the Blackboard Course Management System product; networked with other Blackboard system administrators from local colleges and universities.
Judith Rogers	Blackboard Next Generation (NG) and the Outcomes Systems Presentation	Jun-08	\$ 307.50	ITS	Bayamon, PR	Blackboard Caribbean Meeting	Met with regional/national Blackboard representatives; learned about improvements to the Blackboard Course Management System product; networked with other Blackboard system administrators from local colleges and universities.
Ayesha Williams	EMS Users Conference	Jul-08	\$ 3,115.80	TIII	Denver, CO	Conference	Presented on implementation of EMS at UVI; learned how other schools implemented EMS and the most effective way to sync data between Banner and EMS.
Cherie Wheatley	ACUTA Legislative & Regulatory Conference	Jul-08	\$ 2,373.80	ITS	Las Vegas, NV	Annual Conference	Gained an understanding of how other universities are handling the legislation for cell phones as listed property with the IRS; networked with other university telecommunication officers; viewed products that could be of value to UVI.
Suzanne Darrow	Blackboard	Jul-08	\$ 3,271.35	ITS	Las Vegas, NV	Annual Conference	Provided a networking opportunity with other Blackboard administrators and add-in service providers. Investigated other products for enhancement of UVI's Blackboard delivery. Attended sessions that enhanced knowledge of Blackboard.
Shera Gumbs	Special Collections	Jul-08	\$ 2,373.97	ITS/Leapfrog	Williamsburg, VA	Special Collections training	Gained insight into developing a successful archival program. Made contacts who could assist with documentation, services and preservation methods. Topics covered included records management, legal issues, reproductions, selection, accession and appraisals.
Mark Bough	Network	Sep-08	\$ -	ITS	St. Thomas	Active Directory	Received training on how to interact with the new Active Directory service, including manipulating organizational units, how to log in, how to make changes and how to maintain the service.
Daryl Petersen, Burt Chesterfield, Cecil Stanfield, Kelly Harrigan	Network	Sep-08	\$ -	ITS	St. Thomas	Active Directory	Received training on how to interact with the new Active Directory service, including manipulating organizational units, how to log in, how to make changes and how to maintain the service.

ITS Professional Development 2007/2008							
Name	Training	Date	Cost	Fund	Location	Reason	Outcome
Tina Koopmans, Kelly Harrigan, Marilyn Henderson, Phoebe Charles, Judith Rogers, Bethany Wilkes, Cherie Wheatley, Sharlene Harris	Training	Sep-08	\$ 1,700.00	ITS	St. Thomas	Team Training	The ITS management team received strategies for improving communication, collaboration and team work. Individual styles, strengths and weaknesses were identified, encouraging individuals to work through differences to achieve the overall objectives of the organization.
		TOTAL	\$ 66,988.80				

Assessment Results for FY2008**2008 Assessment Results for Learning Resources and Student Technology Services**

Learning Resources and Student Technology Services	
(Administrative or Educational Support Unit)	
October 2007 – September 2008	September 21, 2007
(Assessment Period Covered)	(Date Submitted)
Submitted By: Bethany Wilkes	
Expanded Statement of Institutional Purpose Linkage:	
Institutional Mission/Goal(s) Reference:	
VISION 2012:	
1.A.6 Develop protocols and systems for quality assurance and student and faculty support for e-learning by FY 2008.	
Administrative or Educational Support Unit Mission Statement:	
The Learning Resources and Student Technology Services Center will provide library reference services, audio-visual equipment loan, information literacy training, circulation of monographs, computer lab access, cross campus teaching capabilities via videoconference, remote database access, collection access, study space access and document processing assistance for students.	
Intended Administrative or Educational Support Objective:	
Library patrons will be knowledgeable of general library and computer lab policies.	
First Means of Assessment for Objective Identified Above:	
1.	Means of Unit Assessment & Criteria for Success: No area will receive less than a 3 on a scale of 1 to 5, and seventy-five percent of patrons responding to a survey report that they are knowledgeable about the following library policies: <ul style="list-style-type: none"> a. noise b. cell phone use c. food and drink d. unaccompanied minors e. telephone use
2.	Summary of Assessment Data Collected: Fifty patrons responded to a survey measuring their knowledge of library policies (see attached). The respondents rated their knowledge on library policies as strongly disagree (1), Disagree (2), Undecided (3), Agree (4), or Strongly Agree (5). While over 70% responded that they were knowledgeable about noise, cell phone use, and food and drink, less than 70% were knowledgeable about unaccompanied minors and front desk telephone use. Additionally, all areas received less than a 3 on a scale of 1 to 5, with the greatest amount of disagreement (38% disagree or strongly disagree) with the front desk telephone use. The area with which participants showed the most agreement was food and drink (80% agree or strongly agree). Please see Form C for additional data.

3.	Use of Results to Improve Unit Services: Respondents recorded the least amount of knowledge regarding library policies for front desk telephone use and unaccompanied minors. This is particularly interesting since the Library's policies for unaccompanied minors reinforce UVI's overall policy for unaccompanied minors. These two policies will be targeted for additional promotion and reinforcement.
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FY2008 ASSESSMENT DATA

I am knowledgeable about the library's policies regarding noise in the library.	Strongly disagree	Disagree	Undecided	Agree	Strongly agree
	8% (4)	12% (6)	6% (3)	48% (24)	24% (12)
I am knowledgeable about the library's policies regarding cell phone use in the library.	Strongly disagree	Disagree	Undecided	Agree	Strongly agree
	12% (6)	10% (5)	4% (2)	32% (16)	38% (19)
I am knowledgeable about the library's policies regarding food and drink in the library.	Strongly disagree	Disagree	Undecided	Agree	Strongly agree
	4% (2)	2% (1)	12% (6)	42% (21)	38% (19)
I am knowledgeable about the library's policies regarding unaccompanied minors in the library.	Strongly disagree	Disagree	Undecided	Agree	Strongly agree
	10% (5)	22% (11)	16% (8)	28% (14)	22% (11)
I am knowledgeable about the library's policies regarding front desk telephone use in the library.	Strongly disagree	Disagree	Undecided	Agree	Strongly agree
	12% (6)	26% (13)	26% (13)	22% (11)	12% (6)

2008 Assessment Results for Learning Resources and Faculty Technology Services

Learning Resources & Faculty Technology Services	
(Administrative or Educational Support Unit)	
October 2007 – September 2008 (Assessment Period Covered)	01 October 2008 (Date Submitted)
Submitted By: Judith V. Rogers	
Expanded Statement of Institutional Purpose Linkage:	
Institutional Mission/Goal(s) Reference: VISION 2012: 1.A.5. Create academic learning environments that promote student success and enhance student learning outcomes by FY 2008.	
Administrative or Educational Support Unit Mission Statement: Create a technology support system for faculty and students to enhance teaching and learning outcomes: provide training and support for Blackboard; provide support for use of technology in the classroom; provide technical support for faculty to facilitate instructional design and curricula activities; develop a comprehensive training program; introduce new trends and developments in academic technology.	
Intended Administrative or Educational Support Objective: The number of training opportunities for the University community will increase.	
First Means of Assessment for Objective Identified Above:	
1.	Means of Unit Assessment & Criteria for Success: IT supervisor will schedule and advertise training opportunities for at least 3 technology areas. Thirty percent (30%) of faculty will participate in a least 1 learning opportunity during the year. Sign-in sheets will be used to record attendance.
2.	Summary of Assessment Data Collected: 26.9% of faculty participated in at least one training activity. Training topics increased from 2 to 14; total number of individual faculty attending training is 55.
3.	Use of Results to Improve Unit Services: Education divisions recorded lowest participation; Math & Science division recorded the highest level of participation. Faculty on St. Croix participated in more sessions than those on St. Thomas (i.e. three faculty in HUM/SOC on St. Croix attended 10 sessions whereas seven faculty from the same division on St. Thomas attended 9 sessions.) Individual divisions will be targeted to identify training interests and strategies for reaching more of the faculty.

FY2008 ASSESSMENT DATA

		Faculty Trained FALL 2007-SPRING 2008						
Campus		BUS	EDU	HUM/SOC	NUR ¹⁶	SCI/MATH		TOTAL
<u>ALL</u>								
St. Croix		2	2	3	6	4		17
St. Thomas		7	4	7	8	12		38
<u>TOTAL</u>		9	6	10	14	16		55
<u>Sessions Attended</u>								
St. Croix		8	8	10	15	4		45
St. Thomas		10	5	8	15	13		51
<u>TOTAL</u>		18	13	15	30	17		96

2008 Assessment Results for Technology Customer Service

Technology Customer Service	
(Administrative or Educational Support Unit)	
October 2007 – September 2008 (Assessment Period Covered)	01 October 2008 (Date Submitted)
Submitted By: Cherie Wheatley	
Expanded Statement of Institutional Purpose Linkage:	
Institutional Mission/Goal(s) Reference: VISION 2012: 2.B. Insure enhanced customer service delivery and improved operational results (with specific measurements to be defined) through redesigning administrative and educational processes.	
Administrative or Educational Support Unit Mission Statement: The Customer Service Unit is committed to the objective of focusing on the customer and providing technical service to the University Community. This will be demonstrated to our customers' everyday in the way we conduct business. The ultimate objective is to exceed the customers' expectations by paying close attention to detail and their needs. Educational excellence will be accomplished in the Customer Services unit by providing the following services:	

¹⁶ NUR includes FDS faculty

<ul style="list-style-type: none"> • Help Desk Support • We provide desktop maintenance services • We provide communication to the university community on technology issues • We conduct customer satisfaction surveys • Provide quality assurance <p>We will provide consultation and advice on purchasing of computer equipment; we will constantly monitor customer satisfaction.</p>	
Intended Administrative or Educational Support Objective:	
We will resolve/close helpdesk requests during the first call to the Call Center.	
First Means of Assessment for Objective Identified Above:	
1.	Means of Unit Assessment & Criteria for Success: We will log all calls requesting technology services into Top Desk. We will count the number of helpdesk requests that are resolved/ closed at the helpdesk on the first call. The objective is to close 50% of all calls during the first call to the helpdesk.
2.	Summary of Assessment Data Collected: During the period of October 2007 to August 2008, the help desk received a total of 6170. 2084 calls were resolved by the call center agents during the first call into the call center. Thirty-three percent of the total calls into the call center were resolved during the first call.
3.	Use of Results to Improve Unit Services: We will provide ITS service desk staff with more training. The implementation of remote desktop software will allow call center agents the ability to access customers' desktops at the time they call the helpdesk. This will increase the number of calls resolved at the helpdesk.

FY2008 ASSESSMENT DATA

Closed Incidents from October 1, 2007 to September 30, 2008

	<u>First Line Incidents</u>	<u>Second Line Incidents</u>	<u>Total Incidents</u>
Closed Incidents	2445	5022	7467
Percentage	33%	67%	
<i>General Total</i>	2445	5022	7467

Update on the ITS Staff

New Faces In ITS

Welcome the following new ITS staff members who joined us during FY 2007-2008:

Christine Freeland: Ms. Freeland is a Call Center Agent and will be one of the persons greeting you when you call the ITS Call Center (x1466). She will attempt to resolve your issues while you are on the line or will schedule a visit by a technician, if necessary. Her pleasant attitude is a real asset to our team.

Carey Galdo: Ms. Galdo joined the staff of the St. Thomas campus library in October of 2007. Carey is a 2004 graduate of Eckerd College, and is working on her Master's in Library and Information Science. As a Library Specialist I, Carey is responsible for ordering, processing and cataloging new books for the library. She also assists faculty, students and staff with their interlibrary loan requests. Carey can be found providing customer service assistance at the ITS service desk.

Debra Pennington: Mrs. Pennington joins ITS as a Programmer Analyst III in the Enterprise Data & User Services office. Debra comes to us from West Virginia where she worked as an IT Development Manager. Working with the Banner database, she will be assigned primarily to the Financial Aid Office, assisting them with their processes and reporting needs.

Romeo Richardson: Mr. Richardson, who previously worked as a temporary staff member in the Paiewonsky Library, joined the ITS staff as an Information Technology Specialist I in the Technology Customer Service department in April. Romeo is one of the field technicians and will be dispatched as necessary to resolve technology issues in the field.

Tiffany Hyndman: Ms. Hyndman is an ITS Call Center Agent, providing one of the voices greeting callers to the ITS Call Center (x1466). She can be found mainly at the ITS service desk assisting patrons one-on-one with their technology needs, from password changes to library assistance.

Cecil Stanfield: Mr. Stanfield comes to ITS from the state of New Hampshire where he was a Communications Analyst. In that capacity, he performed such functions as SharePoint web development and maintenance on Cisco-based wide area networks. As an Infrastructure Specialist III, he will be primarily responsible for the HP and Cisco networking gear on the St. Thomas campus as well as maintaining specific Microsoft-based servers.

Tanisha Mills: Ms. Mills assumed the position of Librarian II, Information Literacy and Collection Development. Ms. Mills received her MLS through the UVI partnership with the University of Pittsburgh (Pitt), which was funded by the Institute of Museum and Library Services (IMLS) to provide Virgin Islands residents the opportunity to pursue the Masters in Information and Library Science degree online. Some of Ms. Mills' responsibilities include: working with students and faculty to enhance our collection, developing and delivering information literacy courses, and providing reference assistance.

Promotions Within ITS

Please join us in congratulating the following ITS employees who were promoted within the last year:

Daryl Petersen: Mr. Petersen has worked for Information & Technology Services since 2000 as a student worker. After graduation, he was hired on as an IT Specialist I providing desktop support. He was recently promoted to Information Technology Specialist II continuing his service to the University community. Mr. Petersen plans to obtain a master's degree in Information Technology, along with CCNA (Cisco Certified Network Administrator) certification.

Dawn Matthew: Many of you already know Ms. Matthew from the ITS Help Desk. After working with the library for many years, Ms. Matthew moved to the technology side of the component, providing call center support in 2006. She was recently promoted to an Information Technology Specialist I, joining field technicians in solving computer and technology problems around campus. Ms. Matthew has been part of the UVI family for over six years.

Burt Chesterfield: Mr. Chesterfield began working as a student technician with ITS and was hired on full-time as an Information Technology Specialist I in January 2007. Now promoted to an Information Technology Specialist II, Mr. Chesterfield supports UVI's network infrastructure and the EPSCoR program's technical needs.

Shelly Anslyn-Jones: Mrs. Anslyn-Jones started with ITS working as a Library Assistant in the St. Croix library. She was recently promoted to the position of Library Specialist I and will add responsibility for supporting videoconferencing and the ITS service desk to her duties.

Ayesha Williams: Ms. Williams has been working with ITS as a Programmer Analyst for over five years. She was recently promoted to the position of Programmer Analyst II and is providing training and documentation on Banner and other new enterprise applications.

Celia Prince-Richard: A new graduate of the University of Pittsburgh's online MLIS program, Mrs. Richard was promoted to a Librarian II. She will provide technology and logistical support for the second cohort of the online MLIS program and will also provide training and system administration support for Blackboard.

Recognition

UVI Librarian Recognized as "Librarian of the Year"

Cynthia Richards, Public Services Librarian at the Ralph M. Paiewonsky Library, was honored by the St. Thomas-St. John Library Association (STSJLA) as Librarian of the Year (2008). Mrs. Richards has worked in public and school libraries in addition to the Ralph M. Paiewonsky Library, where she has been a full-time Librarian for 8 years and a part-time Librarian for over 20 years. The STSJLA's first annual Women's and USVI History Month Luncheon was held to recognize her for the contributions she has made to libraries in the territory over the last thirty years.

Noel Levitz Survey

The library staff on both islands were recognized for their customer service in the results of the 2008 Noel-Levitz survey. The survey, given in October of 2007, reflected that the library staff received a rating of higher than the national average on the student responses to the statement "Library staff are helpful and approachable". This was the only item on the survey result that scored higher than the national average. This recognition comes one year after the customer service staff on both islands were recognized with a meritorious service award for their progress on customer service initiative. The strength and growth of the ITS staff has become very apparent to our stakeholders.

ACURIL Council

St. Croix ITS administrator, Judith Rogers, represented academic libraries in the Caribbean as Council member of the Association of Caribbean University Research and Institutional Libraries (ACURIL). This organization was developed by the Association of Caribbean Universities (UNICA) in the late 1960's to promote institutional collaboration for development of libraries and archives: promoting resource sharing, preservation of collections, expansion of facilities, development of personal and support for Caribbean area studies. The ACURIL Council meets twice per year to conduct the administrative work of the organization. At the mid-year meeting Council members incorporate meetings with administrative and public officials of the host country to advocate for local libraries and archives. Last year, the



mid-year meeting was held in Port-au-Prince, Haiti where Judith had the opportunity to meet with Michele Pierre-Louis, executive director of the Knowledge and Freedom Foundation (FOKAL), who was recently nominated to be the next Prime Minister of Haiti.

University of Pittsburgh MLIS Program

UVI, in partnership with the University of Pittsburgh, was provided funding by the Institute of Museum and Library Services (IMLS) to provide Virgin Islands residents the opportunity to pursue the Masters in Library and Information Science (MLIS) degree online. The Online FastTrack program was available to students in two groups/cohorts. Cohort 1 completed with 14 persons graduating. These include Sherna Gumbs, Tanisha Mills, Celia Prince, Elroy Richard, Eugenia Sello, Merle Vanterpool, Cecilia Fahie-Barry, Phyllis Warner-Serrant, Eudith Browne, Merritt Crowder, Rebecca Hoffart, Jonell Johnson, Joyce Tyson and Maria Daniel. Cohort 2 is scheduled to graduate May 2009. The grant's objective is to increase the pool of qualified candidates available locally to fill vacancies in public, school and academic libraries. UVI alone now employs four (4) of the first 14 graduates from the program – three in professional positions. This includes Celia Prince-Richards, promoted to Librarian II in July 2008, Sherna Gumbs, promoted to Librarian II in May 2008, and Tanisha Mills hired in to a Librarian II position in October of 2008. We will continue to work with other agencies regarding the availability of these persons ensuring they are provided opportunities to serve the Virgin Islands through its libraries.

UVI Graduates

ITS also congratulates employees who received their degrees from the University this year. This includes Christine Freeland and Shelly Anslyn-Jones. These two join fifteen other ITS employees that have received degrees from the University. These fifteen include Desha Brathwaite, Kimbalee Dawson, Ayesha Williams, Romeo Richardson, Sherna Gumbs, Celia Prince-Richard, Derval Prince II, Daryl Peterson, Burt Chesterfield, Mark Bough, Cynthia Richards, Judith Rogers, Elroy Richard, Giovanni Garcia and Marilyn Henderson. These outstanding employees hold twenty-four UVI degrees between them.

Location Changes

Looking for a collection but can't find it? ITS collections and offices in the Paiewonsky Library and Penha House have been relocated in efforts to allow library patrons access to the best spaces. ITS offices were consolidated into the building, providing the UVI community with one stop access to all ITS services. The following areas have new homes:

Caribbean Collection – now located in L106

Melchior Collection – now located in L206

Faculty Resource Center – now located in L103

Banner Group – now located in L200

Desktop Support – now located in L115

Call Center – now located in L121

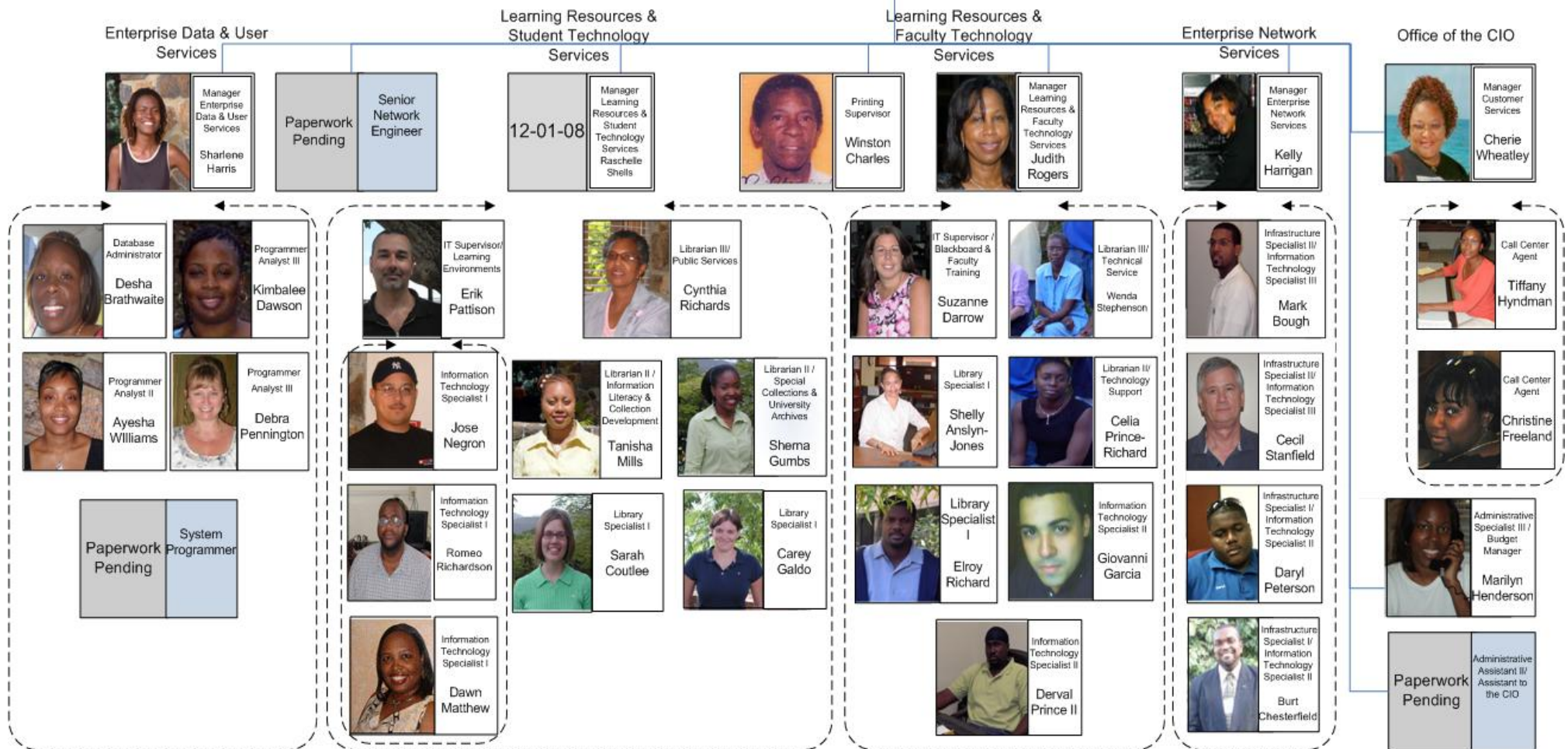
ITS looks forward to serving the technology need of the University at the new ITS Service Desks in both campus libraries.

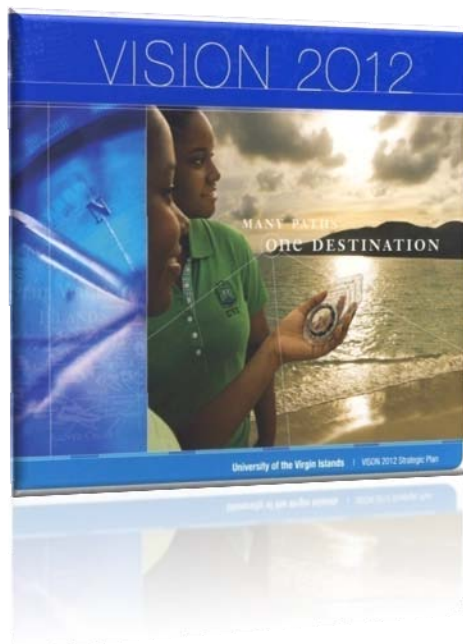


University of the Virgin Islands Information & Technology Services

PROVIDING THE TECHNOLOGY SOLUTIONS AND THE INFORMATION RESOURCES TO ACHIEVE VISION 2012

November 1, 2008





Each of the ITS Managers has accountability for one of the measures of accomplishment within VISION 2012. These measures are also augmented by objectives detailed in Title III proposals or other such initiatives. Their annual performance objectives and the objectives of their staff are derived from these measures. The assignment for each manager is to measure the accomplishments of their department against both the work and the impact of the work.

Measuring Success

Enterprise Network Services

Measuring Success Of: 2.B.2 Improve the reliability and redundancy of the University's infrastructure by 12/30/2008 through redesign of the information-technology infrastructure.

The University of the Virgin Islands invested **\$474,127** during the fiscal year 2008 on products and services to enhance the University infrastructure. This was a combination of Title III, Plant Funds, FUVI, and other identified sources.

Technical Accomplishments

1. Implement Network Upgrade for both campuses.
\$220,000.00 FUVI funds for 2006-2007 fiscal years

IMPACT: ACHIEVED JANUARY 2008

This implementation involved the replacement of failing core services hardware throughout both campuses. This project was massive in scale and required the efforts of ITS staff and consultants to successfully accomplish. The benefit to the UVI community is state-of-the-art, newly installed equipment in all the switch closets that have faster transmission speeds. This equipment can also be managed through remote diagnostics. The implementation also included training for ITS staff.

2. Perform tasks to stabilize network infrastructure
\$50,000.00 FUVI funds

IMPACT: ACHIEVED JANUARY 2008

After system failures occurred with the interisland microwave and the non-redundant CISCO router, ITS embarked on several technical tasks to restore the stability of this equipment.

3. Implement server replacement policy
\$ 81,157 Title III funds

IMPACT: ACHIEVED SEPTEMBER 2008

Replacement of end-of-life servers is critical in order to maintain the UVI network and provide database services to the community. The new servers have been put on a four year replacement cycle in order to document and maintain network and database resources.

4. Maintenance on inter-island communication system
\$16,828.00 ITS Operational funds

IMPACT: ACHIEVED AUGUST 2008

The inter-island communication system is an important part of the daily communication between campuses for video conference classes and networked resources. Preventative maintenance was performed on the microwave in preparation for the Fall 2008 semester to lower the risk of system failures.

5. Implementation of the Security project
\$195,610 Title III, FUVI funds

IMPACT: ACHIEVED SEPTEMBER 2008

The security project was massive in scale and required the efforts of ITS staff and consultants to successfully accomplish. It included the installation of dual, redundant firewalls on both campuses. The DHCP, DNS, and WAN routing were re-designed and re-configured. Redundant mail gateway appliances were installed and internal mail routing was redesigned and reconfigured. Finally, web-filtering appliances were also installed on both campuses. The benefit of this project is a secure network infrastructure designed around industry standards and best practices along with detailed documentation. Users have access to a highly reliable network infrastructure with secure access from off-campus.

6. Network cabling of CAB computer lab 101 and 102
\$9,300.00 Title III funds

IMPACT: ACHIEVED JULY 2008

The re-cabling of two labs in the classroom administration building allow for additional computers to be added to the labs. This space can now be divided in to two areas for additional classroom instruction.

7. Improve LDAP/Active Directory Implementation (Identity Management)
\$86,250.00 Title III funds

IMPACT: ACHIEVED SEPTEMBER 2008

This large scale project included the redesign and reconfiguration of the system that authenticates users onto the network. The project entailed revamping Active Directory and its groups and organizational units, rerouting the authentication process, adding several redundant Domain Controller and Active Directory servers on both islands, revamping DHCP and DNS, creating a new bulk user upload process to add new students onto the network each semester.

8. Installation of new Exchange servers and network storage device
\$34,982 FUVI funds

IMPACT: ACHIEVED SEPTEMBER 2008

The implementation included the installation of new redundant Exchange servers with a networked two terabyte storage device.

9. Installation of Prism Bookstore Management System
FY2007 funds

IMPACT: ACHIEVED MARCH 2008

The implementation included the installation of a new IBM server and upgrade of the Prism software. The benefits include reliable access to the Prism database services for both Bookstore locations.

Learning Resources & Faculty Technology Services

Measuring success: By 2012, increase to 60 % the number of faculty consistently using the instructional technologies available at UVI.

The University of the Virgin Islands invested **\$111,150** during the fiscal year 2008 on products and services to develop skills for both faculty and staff to increase the capacity for using and supporting instructional technologies. This was a combination of Title III and institutional funds.

Plan Accomplishments

Provide training and professional development opportunities to build instructional development skills and support faculty use of technology

1. October 2007 – May 2008 – Continued external partnerships and increased technology resources for teaching:
 - a. Campus Pack – application to expand Blackboard functionality facilitating the use of blogs, wikis and other web 2.0 resources for group work and faculty/student and student/student interaction (*\$4,317 – institutional*)
 - b. Professional and Organizational Development (POD) – for faculty access to teaching and learning professional development. (*\$215 – institutional*)
 - c. HBCU Faculty Development Network – providing support for faculty with HBCU experience. (*\$200 – institutional*)
2. May 2008 - External partnership for technology training – The Learning Times (TLT) Group delivered four web seminars for 13 faculty and staff. Topics included *Seven principles for technology in undergraduate education; Flashlight Survey application; Friday Live – teaching and learning with technology; and TLT resources for UVI.* (*\$3,965 – institutional*)
3. January 2008 – acquired training materials for Office 2007 (*\$301 - institutional*)
4. February – May 2008 – Two IT Specialists attended Polycom training to increase proficiency with videoconference systems. (*\$6,000 – Title III*)

IMPACT: ACHIEVED MAY 2008

Opportunities for professional development continue to promote effective use of technology for teaching. Training provided by external partners such as TLT supplements the efforts of the IT Supervisor for Blackboard & Training and provides broader perspectives from the practice of technology for teaching. Thirteen faculty and staff

participated in the TLT Group faculty institute training this year; overall 55 faculty engaged in training on 14 topics during the year.

Campus Pack increases Blackboard CMS functionality allowing faculty and students to use a secure space for blogging and sharing documents. The features that allow tracking of student contributions and opportunities for timely feedback between faculty and students and among students enable valuable teaching strategies.

Complete Blackboard integration and server replication

1. October – December 2007 – Integrated Blackboard CMS with Banner to allow automatic course creation and student enrollment. (\$12,450 – Title III)
2. June – August 2008 – instituted Blackboard replication for failover recovery processes and upgraded the system software to version 8.0. (\$17,390 – Title III)
3. December 2007 - Blackboard annual maintenance (\$16,566 – Institutional – balance 15-month contract)

IMPACT: ACHIEVED DECEMBER 2007

Technology for teaching is used more readily when it is stable and when it facilitates the completion of routine processes to save users time, and to integrate strategies already in use. The integration of Blackboard with Banner saves time not only for ITS staff that no longer creates individual shells for each course offered, but also for faculty who no longer enroll each student in every Blackboard course. In addition the Blackboard system upgrades allow faculty greater flexibility for course rollover and archiving, so that materials may be moved from one course to the other without staff intervention.

New Blackboard failover processes have been established to streamline the restoration of the Blackboard database in the event of failure of the production server.

There were 611 Blackboard courses activated in fiscal year 2007-2008. The statistic is described differently this year since the integration of Blackboard with Banner allows the creation of a shell for all courses listed in Banner, but not all courses created are activated. The number of active items includes non-academic as well as academic courses, demonstrating the expanding use of Blackboard as a community resource for sharing information as well as a mechanism for delivering course content. Further analysis shows that 109 discrete teaching faculty used Blackboard and 240 unique courses were used for instruction during the academic year.

Enhance the technology support system for faculty and students

1. July 2008 – Initiated the process for establishing the Center for Excellence in Teaching and Learning (CETL) at the Paiewonsky Library. Processed equipment and furniture orders to outfit the CETL (\$11,631 – Title III)
2. July 2008 – New staff assigned to support Blackboard expanding the number of persons supporting system administrator functions. Training was provided for IT Supervisor.
 - a. Librarian II – technology support (\$4,755 – IMLS)
 - b. IT Supervisor attended Blackboard World conference (\$3,271 – Institutional)

IMPACT: ACHIEVED JULY 2008

The curriculum and technology support plan identified the framework for establishing the CETL at the Paiewonsky library, integrating resources from the existing faculty resource center. The equipment and furniture ordered will accommodate faculty needs for administrative support as well as faculty training and collaboration needs. The greater the technical skills of ITS staff for supporting Blackboard and other technology, the more consistent the

system maintenance will be and the more effective user training will be. Expanding the number of staff who supports the system provides greater assurance for users who need help. Training attained and networking contacts established through the conference are critical for achieving the desired skill development.

Best Practices and Maintenance of Effort

1. Other staff professional development:
 - a. Active participation in leadership and annual conference planning of the Association of Caribbean University Research and Institutional Libraries (ACURIL), and in the development and promotion of the Digital Library of the Caribbean (dLOC) project. (\$2,404 –institutional; \$6,072 – TICFIA)
 - b. Development of technical skills for cataloging (\$300 – institutional)
2. Collection Development
 - a. 2,619 new volumes added to the St. Croix collection during FY'08; this brings the total number of volumes to 73,880 which is an increase of about 3,000 volumes from last year. (\$9,314 – Institutional)
 - b. New online resources – Cabell's Directory of Publishing Opportunities and LexisNexis academic database. (\$4,520 – Institutional)
3. Library facilities repair – replaced front door, re-finished front counter. (\$7,479 – Institutional)
4. Other training – librarians and technology supervisor provided training for information literacy, Blackboard and other technology topics in addition to training provided to faculty:
 - a. 606 students on St. Croix received information literacy instruction. Twenty courses were covered, some receiving multiple presentations for an overall total of 59 sessions
 - b. Blackboard and other technology resource training were provided to 378 students and staff in addition to faculty.

IMPACT: ACHIEVED SEPTEMBER 2008

Participation in the regional association provides an understanding of resources and networks available to support area studies and increases visibility of the institution in the region. Partnerships for developing online and other resources give UVI libraries access to said materials, allow staff to attempt and accomplish expanded objectives, and provide access to training opportunities for building technical skills.

New resources support academic needs for the library collection. LexisNexis was identified to support the newly approved criminal justice program; Cabell's was identified by the Business Division Chair to encourage faculty publishing in keeping with accreditation requirements.

Facilities repairs have addressed continuing malfunctions with library front door locks and dilapidated structures.

Library instruction contributes to the University's objective to improve student learning, and to the Middle States information literacy requirement for accreditation. The general education courses continue to be the main recipients of information literacy training. Other technology training increasing during the past year includes training for Blackboard topics, Microsoft Office, and specialized applications delivered to University staff. Staff use of Blackboard as a communication and collaboration tool has expanded during the year along with use by faculty; training addresses the effectiveness of that group in using this resource.

Learning Resources & Student Technology Services

Measuring Success of: 1.A.5 Create academic learning environments that promote student success and enhance learning outcomes.

The University of the Virgin Islands invested **\$194,500** during fiscal year 2008 on products and services to enhance the University's Learning Resources and Student Technology Service Areas including the libraries, computer labs, smart and videoconference rooms.

Informational & Technical Enhancements

Learning Environments Upgrades

The rooms in which teaching and learning occur were identified for technical upgrades. The following steps were taken in order to improve the technologies available to faculty and students in these areas. *\$164,500 (Plant funds)*

1. Videoconference Rooms

- Installed VGA switches for videoconference rooms
- Purchased new instructor computers for all videoconference rooms on STX and B110, B101, T101, T213 on STT.
- Carpeted B101.
- Purchased acoustic treatments for NW 102/103
- Purchased additional instructor cameras for ACC, NW101, and B101.
- Provided training to faculty and technology in videoconference rooms.

IMPACT: ACHIEVED SEPTEMBER 2008

- Technology (laptops) are easily integrated into the videoconference rooms.
- Computers operate more efficiently in the videoconference rooms.
- Acoustics are improved in the pairing of B101/NW103.

2. Smart Classrooms

- Purchased new computers for all smart classrooms on STX and N201 on STT.
- Installed VGA switches in smart classrooms.

IMPACT: ACHIEVED SEPTEMBER 2008

- Computers operate more efficiently.
- Technology (laptops) is easily integrated into the smart classrooms.

3. Computer Labs

- Purchased new computers for B 204E.
- Purchased new chairs for the CA computer lab on STT and NW 131 on STX.
- Purchased 20 laptops for Science and Math use and installed specialized software.

IMPACT: ACHIEVED SEPTEMBER 2008

- Computer labs are more efficient and user-friendly.
- Students can utilize laptops consistently in the classroom with unique, needed software.

4. Technology for Library Loans

- Purchased six (6) digital voice recorders, six (6) digital cameras, three (3) projectors, six (6) portable DVD players, 6 (six) video cameras.

IMPACT: ACHIEVED SEPTEMBER 2008

- In cases where students or faculty need to make a presentation or show a DVD in a room that is not a smart classroom, students can check out needed equipment from the library.
- Students can check out media equipment to work on class projects.

Learning Resources Collection Improvements:

The government documents collection was weeded and integrated with the general collection. New materials were purchased according to a collection development purchasing plan. \$30,000 (*Institutional funds*)

5. Government Documents

- Deselected all non-essential government documents titles
- Received permission to weed titles from regional library
- Started integrating documents into general collection
- Began adding links to electronic documents through the library catalog

IMPACT: ACHIEVED JULY 2008

- The government documents collection, which is not aligned with UVI curriculum and receives little use, has been eliminated

6. General Collections

- Passed *Collection Development Policy*
- Continued weeding of general collection in education, religion, philosophy and social sciences
- Hosted a faculty “weeding” party where faculty visited the library and gave input on general collection weeding
- Purchased items for general collection based on faculty recommendations
- Purchased items for general collection to replace older editions withdrawn
- Purchased items for general collection according to purchasing plan

IMPACT: ACHIEVED JULY 2008

- The general collection is better aligned with current UVI curriculum

7. Periodical & Online Databases

- Subscribed to additional databases based on University community input

- Online database subscriptions are increased, allowing simultaneous use of resources from on- and off-campus.

IMPACT: ACHIEVED DECEMBER 2007

- Increased simultaneous use of resources from on- and off-campus.

Special Collections and Library Archives

In an effort to manage University records and retention, this project will create a plan for the creation of a University archives, records management and special collection program.

8. Improvements

- Developed Special Collections policy
- Developed University Archives policies and procedures
- Secured Special Collections as closed stacks

IMPACT: ACHIEVED AUGUST 2008

- Guidelines are in place for developing the Special Collections and University Archives
- The security of the Special Collections is improved, providing for the preservation of the unique collections
- A University Archives Program can now be established, ensuring the history of the institution is collected and made available to the UVI and wider Virgin Islands community

Documentation, Policy and Procedures

In order to increase staff and customers' understanding of the library and learning environments, all policies and procedures have been documented and updated.

9. Library

- All Public Services policies and procedures are part of a single document.

IMPACT: ACHIEVED AUGUST 2008

- Staff can easily access policies and procedures to support their positions and the various functions of the library.

10. Learning Environments

- Policies for supporting the learning environments and for general computer lab use were developed.

IMPACT: ACHIEVED AUGUST 2008

- Staff and the University community have clear expectations of the support of the learning environments.
- Users have guidelines for using the UVI computer labs.

Enterprise Data & User Services

Measuring Success of: 2.B Ensure enhanced customer service delivery and improved operational results by redesigning administrative and educational processes.

The University of the Virgin Islands invested **\$358,868** during fiscal year 2007 to 2008 on products and services to enhance the University's Enterprise Data & User Services Area, implementing pieces of the Banner Improvement Plan and ITS service improvements. This was funded with Title III funds

Implement Banner Improvement Plan

Specific pieces of the Banner Improvement Plan, devised after an assessment of Banner processes was undertaken, were implemented. (\$214,303.00 Title III)

1. Benchmarks

- Benchmarks were created for enrollment management, human resources and finance that established improved processing time in specific areas.

IMPACT: ACHIEVED FEBRUARY 2008

- Finance - With the implementation of online purchase requisitions, processing time decreased by fifty (50%) percent. Requests that used to be processed in about ten (10) days are now processed within five (5) from initial Banner entry through to generation of the requisition.
- Human Resources - Through the implementation of PeopleAdmin, which allows for online application submission and tracking, hiring time is reduced by 25%. For temporary appointments, current time is now 10 business days from receipt of the record of appointment while full-time appointment is now 30 business days from receipt of the record of appointment.
- Student - Implementation of Curriculum Advising and Program Planning (CAPP) in Banner reduces student advisement by 50% (from 25 to 10 minutes) and reduce degree auditing time by 90% (from 15 to 2 minutes for the registrar's office to produce a degree audit report).

2. Banner Servers

- Stabilize Banner database servers load balancing capabilities
- Upgrade the Banner server environment

IMPACT: ACHIEVED SEPTEMBER 2008

- The Banner backup server is operational.
- Self-Service Banner (SSB) load is balanced between the two (2) front end servers.

Improve Banner Services and System Interfaces

Improve access to Banner and other related systems. Provide user friendly interfaces to the user community. (\$29,840.00 Title III)

3. Implement Banner Security

- Password expiry and criteria for password terms implemented to improve user security.

4. Banner/Blackboard Synchronization

- Automatic Blackboard creation of courses is now standard

IMPACT: ACHIEVED MAY 2008

- Banner passwords are more secure, reducing the possibility of intrusion due to password theft or cracking.
- Courses in Banner and students enrolled in them are automatically sent to Blackboard, eliminating the need to individually create courses and add students in another system.
- Shells are automatically created for all courses, leaving instructors to simply activate their course.

Measuring Success of: 2.B.3 Implement operational process improvements in enrollment management services.

Specific tasks were undertaken in order to affect improvements in the enrollment management services. This was funded with Title III funds (\$64,303.00).

5. Financial Aid Improvements

- Student financial aid award information is now available via Banweb

6. Curriculum Advising and Program Planning (CAPP)

- Program planning is now possible in reduced time, online

IMPACT: ACHIEVED SEPTEMBER 2008

- Students and advisors have access to real time data on degree progress
- Time necessary for the advising process is reduced
- Students can independently track their progress through a program towards graduation

Measuring Success of: 2.B.5 Implement operational process improvements in the human resources department.

Specific tasks were undertaken in order to affect improvements in the human resources department. This was funded with Title III funds (\$66,000.00).

7. PEOPLEADMIN

- Implement PeopleAdmin, allowing for online applications, applicant tracking, position control and evaluations

IMPACT: COMPLETE NOVEMBER 2008

- University vacancies will be filled ore quickly with applications submitted online and disseminated electronically
- Position creation and tracking will be done online
- Evaluations will be completed and submitted to human resources electronically

Measuring Success of: 2.B.6 Implement operational process improvements in administration and finance.

Specific tasks were undertaken in order to affect improvements in the administration and finance offices. This was funded with Title III funds (\$14,262.00).

8. Finance Improvements

- Online budget checking, approval queues and purchase requisitions are now in use.
- Availability of online pay information through Banweb.

IMPACT: ACHIEVED APRIL 2008

- Requisitions are entered directly in Banner, approved by the requesting manager and routed through University offices electronically.
- Requisition approval leading to purchase order generation is faster
- Accounts can no longer be overdrawn as budget (nsf) checking will not allow users to input additional charges if an account is in the red
- Employees now have access to pay and benefits information via Banweb

Best Practices and Maintenance of Effort

Disaster Recovery Planning

1. Testing

- Test the ability of finance to operate key functions in case of an emergency

2. Duplicate Workstations in Functional Areas

- Ensure processes can be undertaken from multiple locations
- Improve the check printing hardware
- Provide multiple printers for check printing

3. Backup Telephone Lines in Departmental Areas

- Provide multiple avenues of communication to key areas (accounts receivable, finance, grants, etc)

IMPACT: ACHIEVED SEPTEMBER 2008

- Key University functions, namely accounts payable and payroll, will be operational in case of an emergency
- Checks can be printed from two (2) printers instead of one (1)
- Direct lines of telephone communication is now available to key areas of the University

Technology Customer Service

Measuring Success Of: 2.B Implement best practice improvements in technology services

Service Standards Accomplishments

As reported last year, the effort continues to achieve the customer service standards established in the Customer Service Plan. Although many standards were moved into the Customer Service Charter, the accounting for service to customers is still established by monitoring performance on resolution of items called into the helpdesk.

Standard 1: We will always be responsive, courteous and provide our customers with effective technology solutions. We will respond to your phone call at the helpdesk within three rings and solve 50% of helpdesk requests during the first call. Comparisons between 2005, 2006, 2007 and 2008 are below.

Comparison by Level											
2005			2006			2007			2008		
Level	Total Closed	%	Level	Total Closed	%	Level	Total Closed	%	Level	Total Closed	%
Call Center	389	12%	Call Center	747	20%	Call Center	2357	34%	Call Center	2445	33%
Field Tech	2742	88%	Field Tech	3079	80%	Field Tech	4490	66%	Field Tech	5022	67%
Total Closed	3131	100%	Total Closed	3826	100%	Total Closed	6847	100%	Total Closed	7467	100%

IMPACT: ACHIEVED SEPTEMBER 2008

- The amount of calls being closed via the telephone, which decreases the service delivery time for staff, faculty and students stayed flat
- Because of a decrease in confidence based on several network failures, the percentage of satisfied customers has decreased to 57% from 84% based on the 2007 and 2006 surveys. The percentage of satisfaction in 2005 was 69%.
- The number of technology requests arriving at the helpdesk has increased to 7467 calls during fiscal 2008, rising from 6847 in FY2007 and 3826 in FY2006.

Requests to the help desk				
	FY 05	FY 06	FY 07	FY 08
Number Received	3131	3828	6847	7467
Percent Increase		22%	78%	9%

Standard 2: We will do our best to resolve within 24 hours high priority level one outages that affect the student/learning environment. If a helpdesk call cannot be solved immediately we will do our best to return our customers to a state of service within 3 days. FY2008 establishes the benchmark for improvement going forward.

IMPACT: ACHIEVED SEPTEMBER 2008

Comparison of Calls Closed against Standard			
Priority ONE – 24 Hours		Priority TWO – 3 days	
<i>Calls Logged</i>	<i>% Closed Within Standard</i>	<i>Calls Logged</i>	<i>% Closed Within Standard</i>
2445	88% (284 calls did not meet standard)	5022	72% (1430 calls did not meet standard)

Best Practices and Maintenance of Effort

1. Develop a plan to introduce VISTA operating system in the University by March 2008

IMPACT: ACHIEVED OCTOBER 2007

The objective of this project was to develop a plan to introduce Vista operating system into the UVI network. The plan included the development of a test lab environment where Microsoft Vista and Office 2007 were installed on four computer work stations. Vista and Office 2007 were be evaluated and tested on the university's network along with the currently used software at UVI. This testing provided relevant insights into the functionality, impact, and operational challenges that Vista would have on UVIs' network and current software load if UVI decided to implement Vista into full production. The decision was not to implement Vista at this time.

2. Identify and implement an Audio Conferencing Solution by November 2007

IMPACT: ACHIEVED JULY 2008

This objective was essential in order to improve conferencing communications with all University stakeholders. This audio conferencing solution provides added value to the University community. It is flexible, easy to use, secure, offers departmentalized billing and offers a cost savings to the University.

3. Plan and implement an emergency notification system by August 2008
Title III funds (\$7,080)

IMPACT: COMPLETE NOVEMBER 2008

Rave is the emergency broadcast notification service currently being implemented at the University of the Virgin Islands. The Rave Wireless alert system will be used to send SMS text messaging to all registered users to inform them of emergencies on campus. This implementation provides the community with relevant updates for a more secure and safe campus environment.

4. Implement a desktop support system that will allow the remote delivery of software updates and other services to individual machines by September 2008

IMPACT: ACHIEVED SEPTEMBER 2008

Norton Ghost Suite has been identified as the remote desktop delivery software product. Implementation and funding will be accomplished in the fiscal year 2008-2009. The use of this remote delivery system will give ITS technical staff the ability to deliver software updates, troubleshoot workstations, and inventory workstations without going to a customer worksite. This will be implemented in FY2009 depending on available funds.

5. Move of the ITS Staff to the Library

Towards providing the University community one-stop access to most ITS services and people, ITS offices were relocated into the Ralph M. Paiewonsky Library building on the St. Thomas Campus.

A. Customer Service Center

The call center and desktop support areas were relocated, utilizing space on the first floor of the Paiewonsky Library. Call center agents and library staff now work together to support both the library circulation function and the helpdesk function.

B. Enterprise Data & User Services

The enterprise data & user services area was relocated to the second (2nd) floor of the Paiewonsky Library.

IMPACT: ACHIEVED SEPTEMBER 2008

- Service is provided for all ITS services (Blackboard, email, domain access, etc.) from this one desk area.
- The administrative computing arm of ITS (EDUS), which traditionally remained separate from other ITS areas, is better integrated in component operations.

6. Library Renovations

Library space is being reorganized to better accommodate students and faculty. Prime spaces will be used for client areas instead of collections. (*\$50,000.00 Capital Projects*)

A. Melchior Collection / Addition of Student Lab

- The Melchior Collection moved from the 1st floor to the 2nd floor of the library. The collection is now closed with items retrieved for patrons by staff.
- A 24-hour student study lab will be available in the old Melchior area. Students will have access to wired workstations and the wireless network for use with their laptops.

B. Reference Collection / Caribbean Room

- The reference collection was relocated to the central library area, closer to the staff and students who will be accessing it..
- The Caribbean collection is now housed in the room that formerly housed reference. This collection is now closed, ensuring materials are well protected.

C. Government Documents / Center for Excellence in Teaching and Learning

- The federal government document collection has been heavily weeded. Remaining documents are integrated into the general or reference collections.
- The faculty resource area, formerly housed in Quarters B, is now relocated to the library 1st floor.

IMPACT: ACHIEVED SEPTEMBER 2008


- Students and faculty have access to prime real estate in the Paiewonsky library building. The southeast and northeast corner rooms are now dedicated to these groups respectively.
- Special collections are now closed, lengthening the life of materials therein.

FY2008 Project Summary

The summary of projects and the associated budgets for FY2008 follows. All policy development items were moved into the next fiscal year to allow for the introduction of the new shared governance procedure (Items 72,109).


The year ended with 96% of the projects completed as scheduled. Projects moved into next year or removed are as follows:

- Item 12 – staff changes required the movement of training Blackboard administrators into the next year
- Item 19 – The thin client replacement was approved late by USDE and although the equipment was ordered in FY2008, is has not yet arrived on the campuses
- Item 32 – Remediating the acoustics in the great Hall was moved because of lack of budget. It is scheduled to be completed by December 2008
- Item 43, 52, 53, 55 – These items related to the network upgrade were moved into the next fiscal year when the third phase FUVI allocation is available
- Items 56, 57 – Fiber additions to Reichhold and East Campus were delayed by vendors
- Item 64 – Stabilization of load balancers was moved to December 2008 to take place after classes ended
- Item 65 – Internet2 connection to St. Croix was not completed by Global Crossing until August 11, 2008 so final implementation cannot be completed until next fiscal year
- Item 76 – After two years of being on the project list, but not being a high enough priority to fund, the replacement of the library system was removed from the project plan. This will need to be revisited
- Several Banner related projects, items 91, 93-97, were moved to next fiscal year to accommodate schedule issues with the other components
- Item 101 – The first phase of the library renovation was started in FY2008, however it is not scheduled to be complete until November 30, 2008
- Item 104 – The cell phone notification plan was put on hold because of scheduling issues within the Offices of the CEAs
- Item 105 – The PC replacement plan was delayed when its leader was out on extended sick leave for five months of the year
- Item 113 – Documentation for the customer service area was delayed when its leader was out on extended sick leave for five months of the year
- Item 114 – The completion of the ITS succession plan was moved into FY2009 to accommodate the schedule of the CIO

		INFORMATION & TECHNOLOGY SERVICES				FY 2007/2008	
ID	Task Name	One Time Budget	Annual Cost	Expense to date	Funding Source	Next Steps	Project Accountability
1	FY 2007-2008 Technology Initiatives	\$1,171,126.00	\$87,766.20	\$1,045,252.84			Tina
2	Develop protocols and systems for quality assurance and student and faculty support for learning by FY2008	\$136,127.00	\$3,965.00	\$107,185.07			
3	Provide training and professional development opportunities to build instructional development skills to enable 40% of the faculty to utilize the instructional technology available at UVI by 2012	\$19,500.00	\$3,965.00	\$6,100.00			
4	Convene faculty technology support group by December 2007.					COMPLETE	Judith
5	Build at least 2 external partnerships to deliver instructional design training by end of Spring 2008	\$5,000.00			Title III	COMPLETE	Judith
6	Identify professional associations for membership to network with instructional design practitioners and for training opportunities by September 2008					COMPLETE	Judith
7	Institute annual faculty technology fair by May 2008	\$2,500.00			ITS Operations	COMPLETE	Judith
8	Build resource collection to provide instructional materials for course development by May 2008	\$12,000.00	\$3,965.00	\$6,100.00	Title III	COMPLETE	Judith
9	Provide training to increase the number of faculty using UVI's technology capabilities by 50% by 2012	\$12,000.00					
10	Develop framework for delivery of training for Microsoft Office Suite, desktop management, and curriculum support resources by Spring '08	\$2,500.00			ITS Operations	COMPLETE	Judith
11	Establish process for developing comprehensive training schedule by Summer '08	\$9,500.00			ITS Salaries	COMPLETE	Judith
12	Expand level of Blackboard system administration to at least 3 staff by May 2008					MOVE TO NEXT YEAR	Judith
13	ASSESSMENT ACTIVITY: Increase overall opportunities for 20% training by September 2008 – assessment activity for FY 2008					COMPLETE	Judith
14	Complete Blackboard Replication, server move & patch, test server	\$17,000.00		\$17,390.00	Title III	COMPLETE	Judith
15	Polycom Training	\$6,000.00		\$5,581.00	Title III Carry Over	COMPLETE	Judith
16	STX Library Front Door	\$4,496.00		\$4,979.20	plant funds	COMPLETE	Judith
17	Faculty Resource Center	\$11,631.00		\$10,959.87	Title III Carry over	COMPLETE	Judith
18	Faculty Resource Booklet	\$2,500.00		\$2,498.40	Title III carry Over	COMPLETE	Judith

University of the Virgin Islands		INFORMATION & TECHNOLOGY SERVICES				FY 2007/2008	
ID	Task Name	One Time Budget	Annual Cost	Expense to date	Funding Source	Next Steps	Project Accountability
38	Develop and implement a plan to improve support for technology on the lower campus by August 2008					COMPLETE	Bethany
39	Collaborate as necessary on the creation of a waste management policy, ensuring equipment waste is appropriately disposed of					COMPLETE	
40	ASSESSMENT ACTIVITY: Library patrons will be knowledgeable about library policies.					COMPLETE	Bethany
41	By September 2008, develop appropriate documentation for operations in the STT library and the learning environments					COMPLETE	Bethany
42	Improve the reliability and redundancy of the University's infrastructure by 12/30/08 through redesign of the information-technology infrastructure.	\$625,975.00	\$49,301.20	\$424,824.87			
43	Replace inter-island microwave					TO NEXT YEAR	Tina
44	Perform tasks to stabilize infrastructure/Mail/DNS	\$50,000.00			FUVI	COMPLETE	Kelly
45	ATT T1 configuration					COMPLETE	Kelly
46	Year four Server Replacement Plan	\$86,400.00		\$81,156.84	Plant	COMPLETE	Kelly
47	Maintenance on Microwave	\$16,000.00		\$16,828.00	IT Ops	COMPLETE	Kelly
48	Implement Phase II of the FUVI Project by August of 2008	\$298,075.00	\$49,301.20	\$195,610.03		COMPLETE	
49	Tivoli Back-up project – To set up Tivoli software using the IBM tape drives to back up all servers located on both STT and STX. Task completion date September 2008.	\$16,000.00	\$7,655.00		FUVI	COMPLETE	Kelly
50	Implement Network Security project which includes setting up a DMZ zone, IDS monitoring of equipment, SPAM and content filtering protection, and VPN access for staff and faculty. (includes mail gateway) Task completion date April 2008	\$144,500.00	\$41,646.20	\$195,610.03	Title III	COMPLETE	Kelly
51	Plan for the resolution of DHCP/DNS/IP Routing Issues -- SALSA replacement					COMPLETE	Kelly
52	Implement campus-wide secure wireless access. Task completion date July 2008	\$82,153.00			FUVI	MOVE TO NEXT FY DUE TO Network problems in	Kelly
53	Implement physical security enhancement for network closets and data facilities. Task completion date August 2008	\$55,422.00			FUVI	MOVE TO NEXT FY DUE TO Network problems in December	Kelly
54	Develop current documentation for the Unit by September of 2008					COMPLETE	

University of the Virgin Islands		INFORMATION & TECHNOLOGY SERVICES				FY 2007/2008	
ID	Task Name	One Time Budget	Annual Cost	Expense to date	Funding Source	Next Steps	Project Accountability
55	Network fiber design and redundancy – To accurately document the current fiber distribution and then implement redundant paths i.e. Business and Finance to ECC or CAC to the Dorms. Task completion date September 2008	\$26,500.00		\$19,680.00		MOVE TO NEXT FY DUE TO Network problems in December	Kelly
56	Fiber path to Riechhold	\$5,000.00			Riechhold \$	Move to next year	Kelly
57	Fiber to East Campus	\$10,000.00		\$10,380.00	Vincent/EPSCoR	Move to next year	Kelly
58	Cabling CA101, 102	\$11,500.00		\$9,300.00	Pending	Complete	Kelly
59	Disaster Recovery Plan. Task completion date May 2008			\$4,254.00		COMPLETE	Sharlene
60	Test disaster recovery plan by June 2008					COMPLETE	Sharlene
61	Processes on duplicate workstations in all functional areas			\$4,254.00		COMPLETE	Sharlene
62	COLO lines in Harvey					COMPLETE	Sharlene
63	Improve LDAP/Active Directory Implementation (Identity Management)	\$124,000.00		\$86,250.00	Title III Carry Over	COMPLETE	Sharlene
64	Stabilization of load balancing				PENDING	MOVE TO NEXT YEAR	Sharlene
65	Project Manage Internet2 implementation. Task completion is dependent on circuit installation dates and consultant network topology implementation dates.	\$25,000.00		\$12,046.00	Title III /PO to RTPark	MOVE TO NEXT YEAR	Kelly
66	Storage Area Network device implementation for EPSCOR. Task completion September 2008				EPSCoR	COMPLETE	Kelly
67	Continue implementation of the Server Replacement Project.					COMPLETE	Kelly
68	Implement Micromain					COMPLETE	Kelly
69	Explore use of groupware to facilitate group decision making processes and group review and development of documents and if determined appropriate develop strategies for technology deployment and training by 12/31/08	\$0.00	\$0.00	\$0.00		COMPLETE	
70	Student Email to gmail					COMPLETE	Sharlene




INFORMATION & TECHNOLOGY SERVICES

FY 2007/2008

ID	Task Name	One Time Budget	Annual Cost	Expense to date	Funding Source	Next Steps	Project Accountability
71	Replace Exchange servers				Paid FY07	COMPLETE	Kelly
72	Email Usage Policy					TO NEXT YEAR	Tina
73	Implement Banner Improvement Plan	\$237,524.00	\$30,000.00	\$328,868.50	Title III	COMPLETE	
74	ASSESSMENT ACTIVITY: Prepare benchmarks for enrollment, human resources, and finance processing by February 2008				Title III	COMPLETE	Sharlene
75	Develop and implement a Banner Users group					COMPLETE	Sharlene
76	By August 2008, research and implement a viable replacement for the current ILS	\$0.00	\$0.00		No funding	REMOVE	Sharlene
77	Plan for replacement of Banner servers				Title III	COMPLETE	Sharlene
78	Improve Banner system and system interfaces	\$38,115.00		\$214,303.00		COMPLETE	
79	Re-implement Banner Security				Title III	COMPLETE	Desha
80	Blackboard interface				Title III - Carry Over FY07	COMPLETE	Richard
81	Database support					COMPLETE	Sharlene
82	Improve educational and administrative processes in enrollment management services by FY2008 by reducing processing time by 25% of the benchmark	\$122,606.50	\$0.00	\$64,303.00	Title III		
83	Online Admissions Applications - CollegeNet				Title III	COMPLETE	Sharlene
84	Financial Aid Improvements				Title III	COMPLETE	Sharlene
85	Implement EMS by December 2007;				Title III	COMPLETE	Sharlene
86	Implement Touchnet by December 2007; Expand to rest of services by 8/1/08				Title III FY07	COMPLETE	Sharlene
87	Prepare for and implement CAPP				Title III	COMPLETE	Sharlene
88	Implement student BanWeb improvements				Title III	COMPLETE	Sharlene
89	Improve educational and administrative processes in the Human Resources Department by FY2009 by reducing processing time by 25% of the benchmark	\$58,000.00	\$28,500.00	\$37,500.00	Title III		

University of the Virgin Islands		INFORMATION & TECHNOLOGY SERVICES				FY 2007/2008	
ID	Task Name	One Time Budget	Annual Cost	Expense to date	Funding Source	Next Steps	Project Accountability
90	Implementation of product for online for applications including applicant tracking				Title III	COMPLETE	Sharlene
91	Implementation of web time entry				Title III	MOVE TO NEXT YEAR	Sharlene
92	Improve educational and administrative processes in Administration & Finance by FY2010 by reducing processing time by 25% of the benchmark	\$18,802.50	\$1,500.00	\$12,762.50	Title III	MOVE TO NEXT YEAR	
93	Budget checking, online PO, budget changes & related functions				Title III - Carry Over	MOVE TO NEXT YEAR	Sharlene
94	Bank reconciliation				Title III	MOVE TO NEXT YEAR	Sharlene
95	Implementation of PRISM		\$1,500.00		Title III	MOVE TO NEXT YEAR	Kelly
96	Training on benefits module				Title III	MOVE TO NEXT YEAR	Sharlene
97	Interface between Banner & various benefit websites				Title III	MOVE TO NEXT YEAR	Sharlene
98	Implement best practices improvements in technology services	\$7,000.00	\$4,500.00	\$7,080.00			
99	Develop a plan to introduce VISTA operating system in the University by March 2008					COMPLETE	Cherie
100	Move the ITS staff into the Library					COMPLETE	Sharlene
101	Library Renovations -- PHASE ONE				Capital Projects	MOVE TO NEXT YEAR	Sharlene
102	Identify and implement an Audio Conferencing Solution by November 2007					COMPLETE; Cherie to	Cherie
103	Develop and implement a technology Budget Charge Back Policy					REMOVE	Tina
104	Plan and implement a cell phone notification plan by August 2008	\$7,000.00	\$4,500.00	\$7,080.00		MOVE TO NEXT YEAR	Cherie
105	Finalize and fund the PC replacement plan by November 2007					MOVE TO NEXT YEAR	Cherie
106	Implement a desk top support system that will allow the remote delivery of software updates and other services to individual machines by September 2008					Selection Complete, implementation	Cherie
107	Analyze costs associated with the University wide operations of printing and duplication on St Croix and St Thomas by April 2008					COMPLETE	Marilyn

		INFORMATION & TECHNOLOGY SERVICES				FY 2007/2008	
ID	Task Name	One Time Budget	Annual Cost	Expense to date	Funding Source	Next Steps	Project Accountability
108	Based on findings develop a business plan for the operation of printing and duplicating to reduce University costs and increase service by September 2008.					COMPLETE	Marilyn
109	Develop & implement Cell Phone Use Policy February 2008					MOVE TO NEXT YEAR	Marilyn
110	Establish & implement guidelines for the ITS Budget Process for quarterly reporting to the CIO by December 2007.					COMPLETE	Marilyn
111	Design database for monthly reporting of campus wide charge backs for printing & duplicating by November 2007.					COMPLETE	Marilyn
112	ASSESSMENT ACTIVITY: Close 50% of help desk tickets at the first call					COMPLETE	Cherle
113	Prepare documentation for policies and procedures in the customer service unit by September 30, 2008					MOVE TO NEXT YEAR	Cherle
114	Continue to develop and implement a succession plan for ITS					MOVE TO NEXT YEAR	Tina
115	Provide leadership and support for Project Leap Frog					COMPLETE	Tina
116	Continue to develop synergy with the CEAs and student affairs to improve the technology experience of students					COMPLETE	Tina



FY2009 Looking Ahead

For FY2009, the work completed in previous years is being used as a guide. Each manager continues to own a measure of accomplishment, and their performance objectives and those of their staff were derived for this measure. This list of objectives makes up the FY2009 Project Plan that follows.

The criteria for evaluating staff performance objectives based on service, cross functionality and accountability have been developed and shared with the staff so they know the criteria on which they will be judged. The managers have been allocated budgets for each of the objectives. They will be judged on their ability to complete the objectives within the allocated budget.

As budgets tighten, it may become necessary to reduce the amount of work to accomplish. Where funding is in question, has been noted.

Each manager has an assessment activity as an objective. The assessment plans for FY2009 have already been developed according to the assessment timetable. These also appear in the FY2009 project plan.

Each item that was moved forward from the FY2008 project plan appears in the FY2009 project plan.

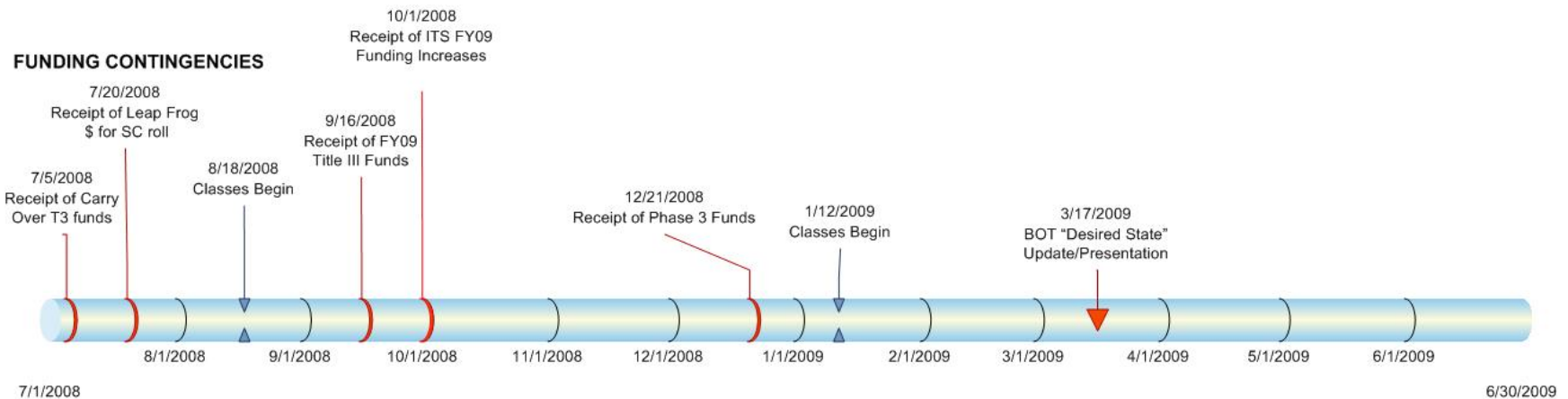
Each manager was also given a performance objective to develop documentation vital to their area ensuring consistency and succession within the Component. This was identified as a priority need for ITS.

The Last 200 Days

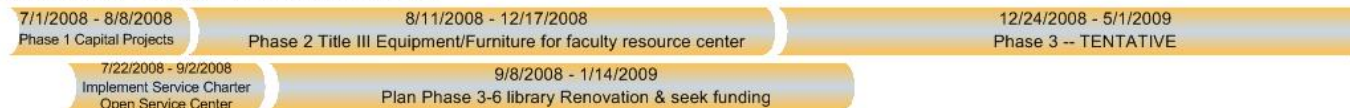
There are three overall activities that are a focus in the last 200 days of the current presidency. While the tasks are outlined in the following FY2009 project plan, timelines follow for the top three presidential priorities for the last 200 days. Again, access to necessary resources may cause these timelines to be altered.

TOP PRESIDENTIAL PRIORITIES: ONE

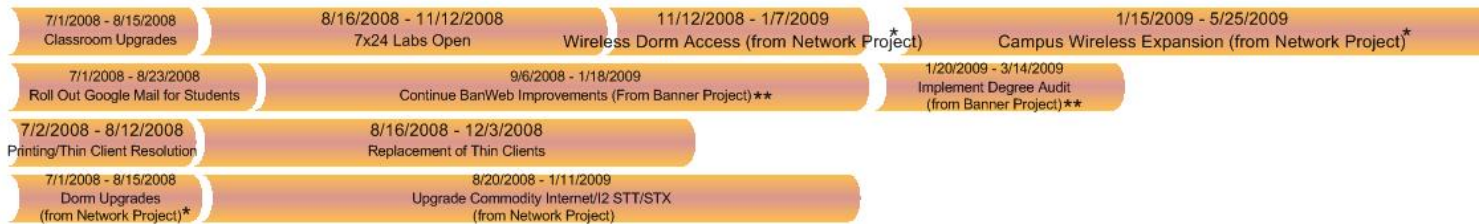
Continue to improve technology services to students and faculty by providing more information; making access to systems easier; and adding more services.



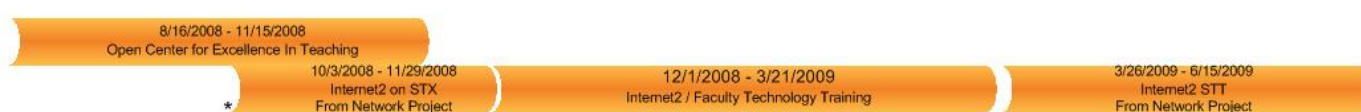
LIBRARY RENOVATIONS / ITS SERVICE CENTER



STUDENT SERVICES



FACULTY SERVICES

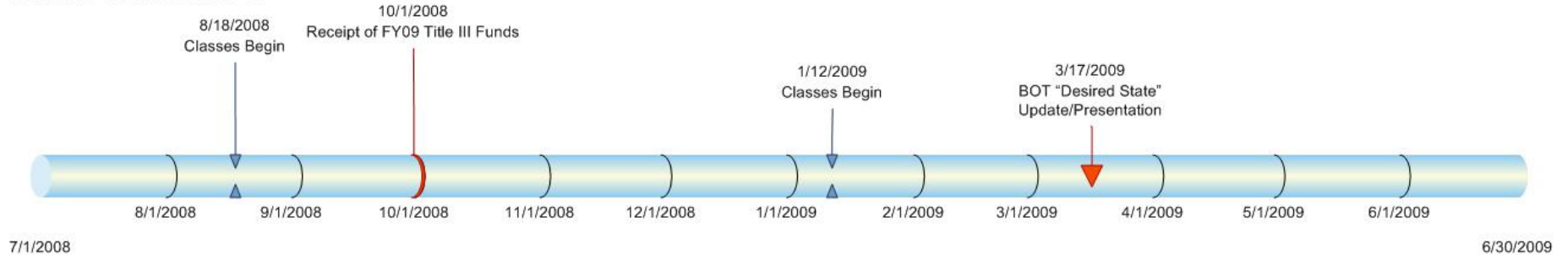


* Requires funding indicated in Network Project ** Requires funding indicated in Banner Project

TOP PRESIDENTIAL PRIORITIES: TWO

Continue the implementation of Year 2 of the Banner Improvement Plan. This year focuses on online admissions, human resources processes and financial aid applications.

FUNDING CONTINGENCIES



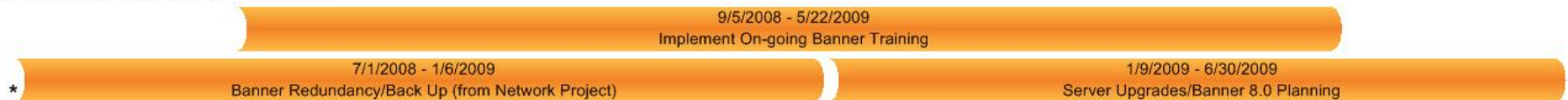
ACCESS & ENROLLMENT SERVICES, IN COLLABORATION WITH



ADMINISTRATION & FINANCE, IN COLLABORATION WITH



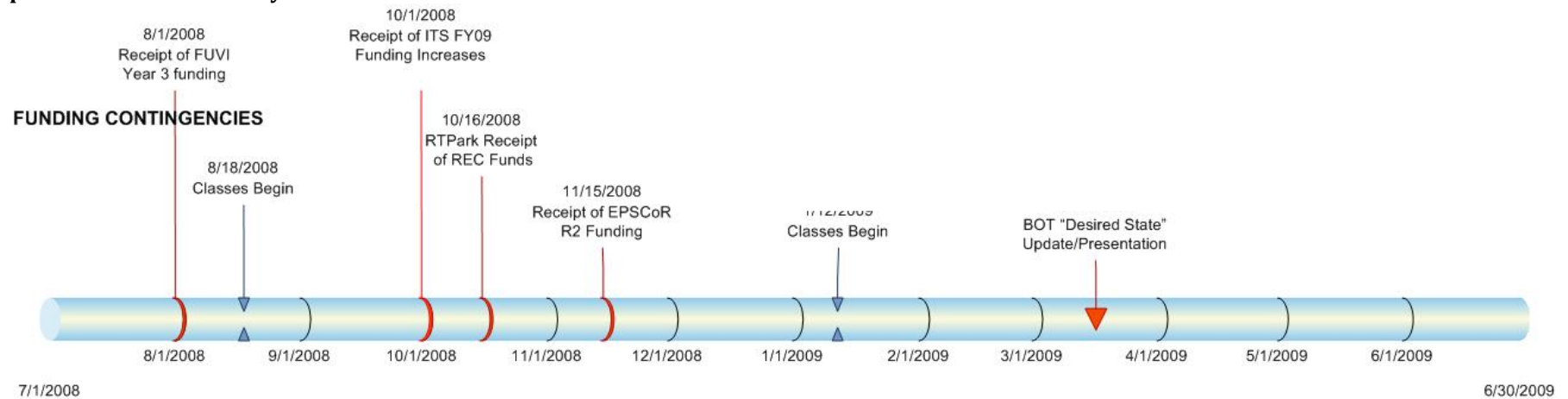
SYSTEM MAINTENANCE & UPGRADE



* Requires funding indicated in Network Project

TOP PRESIDENTIAL PRIORITIES: THREE

Complete the stabilization and upgrade of the UVI network and infrastructure. This should include documentation and appropriate failover processes for redundancy.



NETWORK SECURITY




SYSTEM REDUNDANCY



SERVICE UPGRADES



		INFORMATION & TECHNOLOGY SERVICES							FY 2008/2009	
ID	Task Name	One Time Budget	Annual Cost	Expense to date	Funding Source	Start	Finish	Priority Indicator	Project Accountability	
1	FY 2008-2009 Technology Initiatives	\$922,567.00	\$0.00	\$0.00		Mon 10/1/07	Wed 9/30/09		Tina	
2	St. Croix Operations and Faculty Technology Services	\$39,500.00		\$0.00		Wed 10/1/08	Wed 9/30/09		Judith	
3	Provide training and professional development opportunities to build instructional development skills to enable 60% of the faculty will be consistently using technology by the end of FY2009	\$5,000.00	\$0.00	\$0.00	Title III	Wed 10/1/08	Tue 6/2/09	Title III - Objective 1 Judith FY09 PO		
4	Plan and execute program to showcase faculty projects by end of December 2008.	\$2,000.00	\$0.00	\$0.00	Title III	Wed 10/1/08	Tue 12/30/08	Judith FY09 PO	Judith	
5	Use at least 2 external partnerships to deliver instructional design training by end of Spring 2009	\$3,000.00	\$0.00	\$0.00	Title III	Wed 10/1/08	Tue 6/2/09	Judith FY09 PO	Judith	
6	Implement activities for supporting VC and ADL students & faculty – develop mailing list, identify needs, establish communication by end of May 2009	\$0.00	\$0.00	\$0.00		Wed 10/1/08	Tue 6/2/09	Judith FY09 PO	Judith	
7	Increase to 35% the number of faculty trained in use of technology by end of Spring 2009	\$7,500.00	\$0.00	\$0.00	Title III	Wed 10/1/08	Fri 8/28/09	Title III - Objective 2 Judith FY09 PO		
8	Add three additional resources to Blackboard by Spring '09	\$7,500.00	\$0.00	\$0.00	Title III	Wed 10/1/08	Tue 6/2/09	Judith FY09 PO	Judith	
9	Develop a report and recommendations comparing videoconference vs. hybrid Blackboard models of instruction by end of August 2009	\$0.00	\$0.00	\$0.00	Title III	Wed 10/1/08	Fri 8/28/09	Judith FY09 PO	Judith	
10	Develop Internet2 faculty training by end of Spring '09	\$0.00	\$0.00	\$0.00	Title III	Wed 10/1/08	Tue 6/2/09	Judith FY09 PO	Judith	
11	ASSESSMENT ACTIVITY: The number of training topics will increase from 14 to 20 by September 2009; Thirty-five percent (35%) of full- & part-time faculty (204) will participate in at least 1 learning opportunity during the year.	\$0.00	\$0.00	\$0.00		Wed 10/1/08	Wed 9/30/09	Judith FY09 PO	Judith	
12	Enhance technology support system for faculty and students to enhance teaching and learning outcomes by 9/30/2008	\$12,000.00	\$0.00	\$0.00		Wed 10/1/08	Wed 9/30/09	Judith FY09 PO		
13	Expand Blackboard support level to 2 additional system administration staff by end of FY'09	\$3,000.00	\$0.00	\$0.00	Title III	Wed 10/1/08	Wed 9/30/09	Judith FY09 PO	Judith	
14	Implement process (train 3 additional staff) for completing Blackboard restoration activities by end of October 2008.	\$3,000.00	\$0.00	\$0.00	Title III	Wed 10/1/08	Fri 10/31/08	Judith FY09 PO	Judith	
15	Investigate web portal options and report recommendations by end of Summer 2009	\$6,000.00	\$0.00	\$0.00	Title III	Wed 10/1/08	Wed 9/30/09	Judith FY09 PO	Judith	

University of the Virgin Islands		INFORMATION & TECHNOLOGY SERVICES					FY 2008/2009			
ID	Task Name	One Time Budget	Annual Cost	Expense to date	Funding Source	Start	Finish	Priority Indicator	Project Accountability	
16	Adopt Remote Access/Faculty Web server policy	\$0.00	\$0.00	\$0.00		Wed 10/1/08	Wed 9/30/09	Judith FY09 PO	Judith	
17	Adopt guidelines for collaboration with Provost's component to launch centers for excellence in teaching and learning	\$0.00	\$0.00	\$0.00		Wed 10/1/08	Wed 9/30/09	Judith FY09 PO	Judith	
18	Develop an architectural and interior design plan for the St. Croix Library	\$15,000.00	\$0.00	\$0.00	CCRA-Title III	Wed 10/1/08	Wed 9/30/09	CCRA Objective	Judith	
19	Move Library lab to NWW. CETL to library	\$0.00	\$0.00	\$0.00		Wed 10/1/08	Wed 9/30/09		Judith	
20	Develop documentation for St. Croix Operations	\$0.00	\$0.00	\$0.00		Wed 10/1/08	Wed 9/30/09		Judith	
21	St. Thomas Library and Student Technology Services	\$138,000.00		\$0.00		Wed 10/1/08	Wed 9/30/09		Rachelle	
22	Plan and deliver assessment program for information literacy program by September 30, 2009	\$0.00	\$0.00	\$0.00		Wed 10/1/08	Wed 9/30/09		Rachelle	
23	Finalize Collection Development Policy by May 2009	\$0.00	\$0.00	\$0.00		Wed 10/1/08	Wed 9/30/09		Rachelle	
24	Upgrade learning environments by August 2009	\$138,000.00	\$0.00	\$0.00	IT Ops	Wed 10/1/08	Sat 8/1/09		Rachelle	
25	Acoustics Great Hall	\$5,000.00	\$0.00	\$0.00	President Office	Wed 10/1/08	Wed 1/14/09		Rachelle	
26	Add five classrooms by August 1, 2009	\$30,000.00	\$0.00	\$0.00	IT Operations	Wed 10/1/08	Sat 8/1/09		Rachelle	
27	Improve learning environments by September 2009	\$103,000.00	\$0.00	\$0.00	Plant	Wed 10/1/08	Fri 7/31/09		Rachelle	
28	Create and implement a policy for the libraries special collection and university archives program by September 2009	\$0.00	\$0.00	\$0.00		Wed 10/1/08	Wed 9/30/09		Rachelle	
29	ASSESSMENT ACTIVITY: Students in general skills classes will receive training in information literacy and library skills	\$0.00	\$0.00	\$0.00		Wed 10/1/08	Wed 9/30/09		Rachelle	
30	Enterprise Network Services	\$357,153.00	\$0.00	\$0.00		Wed 10/1/08	Wed 9/30/09			
31	Replace inter-island microwave	\$0.00	\$0.00	\$0.00	RTPark EPSCoR FUVI	Thu 1/1/09	Fri 5/1/09		Tina	
32	Compile documentation on projects in a central location by March 2009.	\$0.00	\$0.00	\$0.00		Wed 10/1/08	Wed 9/30/09	Kelly FY09 PO	Kelly	
33	Implement campus-wide secure wireless access. Task completion date July 2009	\$118,153.00	\$0.00	\$0.00	FUVI	Wed 10/1/08	Wed 1/14/09	Kelly FY09 PO	Kelly	
34	Dorm Installation	\$36,000.00	\$0.00	\$0.00	EPSCoR	Wed 10/1/08	Wed 1/14/09	Kelly FY09	Kelly	

University of the Virgin Islands		INFORMATION & TECHNOLOGY SERVICES							FY 2008/2009	
ID	Task Name	One Time Budget	Annual Cost	Expense to date	Funding Source	Start	Finish	Priority Indicator	Project Accountability	
53	Implement mail bagging	\$0.00	\$0.00	\$0.00		Wed 10/1/08	Wed 9/30/09		Kelly	
54	Remediation of F5s	\$3,000.00	\$0.00	\$0.00	FUVI	Mon 12/1/08	Wed 1/14/09		Kelly	
55	USDA Internet connection STX	\$0.00	\$0.00	\$0.00	GRANT	Wed 10/1/08	Wed 9/30/09		Cherie	
56	Penha House UPS	\$0.00	\$0.00	\$0.00		Wed 10/1/08	Wed 9/30/09		Tina	
57	IT Generator STX	\$0.00	\$0.00	\$0.00		Wed 10/1/08	Wed 9/30/09		Tina	
58	Remote Data Center Planning	\$0.00	\$0.00	\$0.00		Wed 10/1/08	Wed 9/30/09		Kelly	
59	Email Usage Policy	\$0.00	\$0.00	\$0.00		Wed 10/1/08	Wed 9/30/09		Tina	
60	Acceptable Use Policy	\$0.00	\$0.00	\$0.00		Wed 10/1/08	Wed 9/30/09		Tina	
61	Implement Banner Improvement Plan	\$308,000.00	\$0.00	\$0.00	Title III	Mon 10/1/07	Wed 9/30/09		Sharlene	
62	ASSESSMENT ACTIVITY: Prepare benchmarks for financial aid processing by February 2009	\$0.00	\$0.00	\$0.00		Wed 10/1/08	Wed 9/30/09		Sharlene	
63	Implement Cognos, providing automated reports to the University community by August 2009; train Banner functional users and implement steps to ensure data integrity by September 2009.	\$60,000.00	\$0.00	\$0.00	Title III	Wed 10/1/08	Wed 9/30/09	Sharlene FY 09 PO	Sharlene	
64	Document the process through which patches and upgrades are applied by March 2009	\$30,000.00	\$0.00	\$0.00	Title III	Wed 10/1/08	Wed 9/30/09	Sharlene FY 09 PO	Sharlene	
65	Test and implement Banner 8 and Oracle 10g by August 2009.	\$0.00	\$0.00	\$0.00		Wed 10/1/08	Fri 8/28/09	Sharlene FY 09 PO	Sharlene	
66	Replacement and Redistribution of Thin Clients	\$63,000.00	\$0.00	\$0.00	over Title III	Wed 10/1/08	Wed 1/14/09		Sharlene	
67	Implement load balancing for INB, Blackboard	\$0.00	\$0.00	\$0.00		Wed 10/1/08	Wed 9/30/09		Sharlene	
68	Move Banweb to Linux and split servers between campuses	\$0.00	\$0.00	\$0.00		Wed 10/1/08	Wed 9/30/09		Sharlene	
69	Improve educational and administrative processes in enrollment management services by FY2009 by reducing processing time by 25% of the benchmark	\$25,000.00	\$0.00	\$0.00	Title III	Wed 10/1/08	Wed 9/30/09	Title III - Objective 3	Sharlene	
70	Enhance financial aid Banner processes including the Return of Title IV, implementation of the student employment module, automated determination of satisfactory academic progress, PELL disbursements and award letters by May 2009.	\$25,000.00	\$0.00	\$0.00	Title III	Wed 10/1/08	Wed 9/30/09	Sharlene FY 09 PO	Sharlene	

University of the Virgin Islands		INFORMATION & TECHNOLOGY SERVICES						FY 2008/2009	
ID	Task Name	One Time Budget	Annual Cost	Expense to date	Funding Source	Start	Finish	Priority Indicator	Project Accountability
71	Implement EMS Master calendar and upgrade to 2.0 by March 2009	\$0.00	\$0.00	\$0.00	Title III	Wed 10/1/08	Mon 3/30/09	Sharlene FY 09 PO	Sharlene
72	Improve educational and administrative processes in the Human Resources Department by FY2009 by reducing processing time by 25% of the benchmark	\$50,000.00	\$0.00	\$0.00	Title III	Wed 10/1/08	Wed 9/30/09	Title III - Objective 4	Sharlene
73	By September 2009, provide a mechanism for PeopleAdmin to interface with Banner	\$25,000.00	\$0.00	\$0.00	Title III	Wed 10/1/08	Wed 9/30/09	Sharlene FY 09 PO	Sharlene
74	by September 2009, implement employee Web Time Entry via Banweb.	\$25,000.00	\$0.00	\$0.00	Title III	Wed 10/1/08	Wed 9/30/09	Sharlene FY 09 PO	Sharlene
75	Improve educational and administrative processes in Administration & Finance by FY2010 by reducing processing time by 25% of the benchmark	\$80,000.00	\$0.00	\$0.00	Title III	Mon 10/1/07	Wed 9/30/09	Title III - Objective 5	Sharlene
76	Provide a mechanism for bank reconciliations via Banner by December 2008;	\$20,000.00	\$0.00	\$0.00	Title III	Mon 10/1/07	Wed 9/30/09	Sharlene FY 09 PO	Sharlene
77	provide a PRISM interface for Banner by June 2009;	\$20,000.00	\$0.00	\$0.00	Title III	Wed 10/1/08	Wed 9/30/09	Sharlene FY 09 PO	Sharlene
78	Training on benefits module	\$20,000.00	\$0.00	\$0.00	Title III	Wed 10/1/08	Wed 9/30/09	Sharlene FY 09 PO	Sharlene
79	Interface between Banner & various benefit websites	\$20,000.00	\$0.00	\$0.00	Title III	Wed 10/1/08	Wed 9/30/09	Sharlene FY 09 PO	Sharlene
80	Determination of critical, major, minor service	\$0.00	\$0.00	\$0.00		Wed 10/1/08	Wed 9/30/09		Sharlene
81	Implement best practices improvements in technology services	\$79,914.00	\$0.00	\$0.00		Wed 10/1/08	Wed 9/30/09		
82	Library Renovations -- PHASE ONE	\$0.00	\$0.00	\$0.00	Capital Projects	Wed 10/1/08	Wed 9/30/09		Sharlene
83	Library Renovations -- PHASE TWO	\$79,914.00	\$0.00	\$0.00	CCRA	Wed 10/1/08	Wed 9/30/09		Sharlene
84	Wireless Implementation	\$35,000.00	\$0.00	\$0.00	CCRA	Wed 10/1/08	Wed 9/30/09		Kelly
85	Add thirty new seats	\$25,000.00	\$0.00	\$0.00	CCRA	Wed 10/1/08	Wed 9/30/09		Sharlene
86	Add 20 new computers	\$19,914.00	\$0.00	\$0.00	CCRA	Wed 10/1/08	Wed 9/30/09		Sharlene
87	Plan and implement a cell phone notification plan by December 2008	\$0.00	\$0.00	\$0.00		Wed 10/1/08	Mon 12/1/08	Cherie FY08 PO	Cherie
88	Finalize and fund the PC replacement plan by January 2009	\$0.00	\$0.00	\$0.00		Wed 10/1/08	Wed 1/14/09		Cherie
89	Implement a desk top support system that will allow the remote delivery of software updates and other services to individual machines by January 2009	\$0.00	\$0.00	\$0.00		Wed 10/1/08	Wed 1/14/09	Cherie FY08 PO	Cherie

University of the Virgin Islands		INFORMATION & TECHNOLOGY SERVICES								FY 2008/2009
ID	Task Name	One Time Budget	Annual Cost	Expense to date	Funding Source	Start	Finish	Priority Indicator	Project Accountability	
90	Finalization and implementation of University Cell Phone Use Policy February 2009	\$0.00	\$0.00	\$0.00		Wed 10/1/08	Fri 2/27/09	Marilyn FY09 PO	Marilyn	
91	Develop a procedure/codes to account for projects and maintenance for all expenditures in Banner by June 2009	\$0.00	\$0.00	\$0.00		Wed 10/1/08	Wed 9/30/09	Marilyn FY09 PO	Marilyn	
92	ASSESSMENT ACTIVITY: The ITS Service Desk will document the number of walk up customers seeking technology assistance.	\$0.00	\$0.00	\$0.00		Wed 10/1/08	Wed 9/30/09		Cherie	
93	Develop documentation for the ITS service desk by March 2009.	\$0.00	\$0.00	\$0.00		Wed 10/1/08	Fri 2/27/09	Cherie FY09 PO	Cherie	
94	Through quality assurance measures, improve the performance of the help desk in all categories by 10% by September 2009.	\$0.00	\$0.00	\$0.00		Wed 10/1/08	Wed 9/30/09	Cherie FY09 PO	Cherie	
95	Improve the response on the annual customer service survey by attaining 80% satisfied or above on the responses by September 2009	\$0.00	\$0.00	\$0.00		Wed 10/1/08	Wed 9/30/09	Cherie FY09 PO	Cherie	
96	Fully implement the customer service charter and achieve the standards. This will require the development of reporting to track progress. Complete by July 2009.	\$0.00	\$0.00	\$0.00		Wed 10/1/08	Thu 7/30/09	Cherie FY09 PO	Cherie	
97	Continue to develop and implement a succession plan for ITS	\$0.00	\$0.00	\$0.00		Wed 10/1/08	Wed 9/30/09		Tina	
98	Provide leadership and support for Project Leap Frog	\$0.00	\$0.00	\$0.00		Wed 10/1/08	Tue 6/30/09		Tina	
99	Continue to develop synergy with the CEAs and student affairs to improve the technology experience of students	\$0.00	\$0.00	\$0.00		Wed 10/1/08	Wed 10/1/08		Tina	

FY2009 Assessment Plans

2009 Assessment Record for Enterprise Network Services

Enterprise Network Services	
(Name of Administrative or Educational Support Department/Unit)	
September 30, 2008 to October 1, 2009	October 9, 2008
(Assessment Period Covered)	(Date Submitted)
Submitted By: Kelly Harrigan	
Expanded Statement of Institutional Purpose Linkage:	
Institutional Mission/Goal(s) Reference:	
Vision 2012: Insure that the strategic goals and objectives are met by enhancing the University's capacity to achieve results.	
Administrative or Educational Support Unit Mission Statement: Enterprise Network Services: To maintain the continued reliability, security and redundancy of the University's network infrastructure. The Enterprise Network Services offers services which include: network infrastructure support, inter-campus network connectivity, internet connectivity, network security, network communication via email, server reliability, network disaster recovery, and telecommunication infrastructure support.	
Intended Administrative Objectives:	
Enterprise Network Services will provide quality email service.	
First Means of Assessment for Objective Identified Above:	
1.	Means of Unit Assessment & Criteria for Success: A check list, developed by staff, will be monitored once per month for quality email service using the newly installed mail gateway anti-virus appliance. The criteria for success is a 10% reduction in the quality indicator using statistics provided by the mail gateway appliance.
2.	Summary of Assessment Data Collected:
3.	Use of Results to Improve Unit Services:

2009 Assessment Record for Enterprise Data & User Services

Enterprise Data & User Services	
(Name of Administrative or Educational Support Department/Unit)	
October 2008 – September 2009	October 1, 2008
(Assessment Period Covered)	(Date Submitted)
Submitted By: Sharlene Harris	
Expanded Statement of Institutional Purpose Linkage:	
Institutional Mission/Goal(s) Reference: The University of the Virgin Islands is a learner-centered institution dedicated to the success of its students and committed to enhancing the lives of the people of the US Virgin Islands and the wider Caribbean through excellent teaching, innovative research, and responsive community service.	
Administrative or Educational Support Unit Mission Statement: The Enterprise Data and User Services unit is responsible for the management, maintenance, security and upgrades of new and current processes of the enterprise management system to the university community allowing for online processing and management of student, financial aid, finance and HR data.	
Intended Administrative Objectives: Benchmarks for financial aid processes will be established.	
First Means of Assessment for Objective Identified Above:	
1.	Means of Unit Assessment & Criteria for Success: Tracking of staff time in completing the following routine financial aid processing will be undertaken in order to improve benchmarks for each: <ul style="list-style-type: none"> a. Direct loans b. Student employment c. Return of Title IV funds d. Satisfactory academic progress e. Electronic disbursement of award letters
2.	Summary of Assessment Data Collected:
3.	Use of Results to Improve Unit Services:

2009 Assessment Record for Learning Resources and Student Technology Services

Learning Resources and Student Technology Services	
(Name of Administrative or Educational Support Department/Unit)	
September-September 2008/2009	Sept. 16, 2008
(Assessment Period Covered)	(Date Submitted)
Submitted By: Bethany Wilkes	
Expanded Statement of Institutional Purpose Linkage:	
Institutional Mission/Goal(s) Reference: The University of the Virgin Islands is a learner-centered institution dedicated to the success of its students and committed to enhancing the lives of the people of the US Virgin Islands and the wider Caribbean through excellent teaching, innovative research, and responsive community service.	
Administrative or Educational Support Unit Mission Statement: The Learning Resources and Student Technology Services Center will provide library reference services, audio-visual equipment loan, information literacy training, circulation of monographs, computer lab access, cross campus teaching capabilities via videoconference, remote database access, collection access, study space access and document processing assistance for students.	
Intended Administrative Objectives: Students in general skills classes will receive training in information literacy skills and library use	
First Means of Assessment for Objective Identified Above:	
1.	Means of Unit Assessment & Criteria for Success: No less than 70% of students in general skills classes ((SCI 100, SSC 100, FDS 100, ENG 201) will attend formal training in information literacy skills taught by a librarian.
2.	Summary of Assessment Data Collected:
3.	Use of Results to Improve Unit Services:

2009 Assessment Record for Learning Resources and Faculty Technology Services

Learning Resources & Faculty Technology Services, Information Technology Services	
(Name of Administrative or Educational Support Department/Unit)	
October 2008 - September 2009	01 October 2008
(Assessment Period Covered)	(Date Submitted)
Submitted By: Judith V. Rogers	
Expanded Statement of Institutional Purpose Linkage:	
Institutional Mission/Goal(s) Reference: Create a learner- centered experience that fosters academic excellence and student success through innovative, effective teaching strategies and high quality academic and student support programs.	
Administrative or Educational Support Unit Mission Statement: Create a technology support system for faculty and students to enhance teaching and learning outcomes: provide training and support for Blackboard; provide support for use of technology in the classroom; provide technical support for faculty to facilitate instructional design and curricula activities; develop a comprehensive training program; introduce new trends and developments in academic technology.	
Intended Administrative Objective: The number of training topics will increase from 14 to 20 by September 2009	
First Means of Assessment for Objective Identified Above:	
1.	Means of Unit Assessment & Criteria for Success: IT supervisor and Librarian II – Technology Support will target individual divisions that recorded lowest participation during FY 2008 to develop strategies for increasing participation. Training will be scheduled and advertised to increase the number of opportunities. Thirty percent (30%) of faculty will participate in at least 1 learning opportunity during the year. Sign-in sheets will be used to record attendance; additional staff within the component will be scheduled to deliver training.
2.	Summary of Assessment Data Collected:
3.	Use of Results to Improve Unit Services:

2009 Assessment Record for Technology Customer Service

Technology Customer Service	
(Name of Administrative or Educational Support Department/Unit)	
October 2008 to September 2009	October 7, 2008
(Assessment Period Covered)	(Date Submitted)
Submitted By: Cherie Wheatley	
Expanded Statement of Institutional Purpose Linkage	
<p>INSTITUTIONAL Mission/Goal(s) Reference: Educational Excellence- Create a learner centered experience that fosters academic excellence and student success through innovative, effective teaching strategies and high quality academic and student support programs.</p>	
<p>Administrative or Educational Support Unit Mission Statement: The Customer Service Unit is committed to the objective of focusing on the customer and providing technical service to the University Community .This will be demonstrated to our customers' everyday in the way we conduct business. The ultimate objective is to exceed the customer expectation by paying close attention to detail and the needs of our customers. Educational excellence will be accomplished in the Customer Services unit by providing the following services:</p> <ul style="list-style-type: none"> • We provide Help Desk Services • We provide Desk Top maintenance services • We provide communication to the university community on technology issues • We conduct customer satisfaction survey • Provide quality assurance. • We will provide consultation and advice on purchasing of computer equipment; we will constantly re-evaluate our customer satisfaction. 	
Intended Administrative Objective: The ITS Service Desk will document the number of walk up customers seeking technology assistance.	
First Means of Assessment for Objective Identified Above:	
1.	<p>Means of Unit Assessment & Criteria for Success:</p> <p>The ITS Service Desk will keep a daily record of the number of walk up customers seeking technology assistance. We will measure this each quarter by counting and reporting on the number of walk up clients served at the ITS Service Desk.</p>
2.	Summary of Assessment Data Collected:
3.	Use of Results to Improve Unit Services:

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St. Thomas, Virgin Islands 00802-9990

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