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## Office of Campus Computing Strategic Plan 2009-2012 : Blueprint for Autonomy

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**Office of Campus Computing**

**Strategic Plan 2009-2012**

Blueprint for Autonomy

July 1, 2009

**FIRST DRAFT**

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## Executive Summary

The Office of Campus Computing has traditionally had a much faster planning cycle than many other disciplines due to rapid technological changes combined with the impact of autonomy. Campus autonomy is changing the way we educate, do business and provide services. USFSP is mandated by Florida law to provide services locally only when USF Tampa services are more costly. Information technology requests continue to grow at unprecedented rates, and place significant stress on the existing Campus Computing infrastructure. As a newly autonomous campus, existing processes, vision and objectives must be realigned to stay competitive.

As a service organization, the Office of Campus Computing, a department within Academic Affairs, provides value added services needed by implementing strategic technology advances. These services are crucial for USFSP to fulfill the institutional mission, goals and objectives. The Office of Campus Computing Strategic Plan 2009-2012 has been developed to articulate and examine services provided/purchased by the Office of Campus Computing and to better define how these services should be enhanced or restructured. This plan has been developed within the mission of USFSP and the ongoing Office of Campus Computing strategic planning process.

The Office of Campus Computing Strategic Plan addresses key areas where participation in development and policy formation is needed. It reaffirms the critical importance of universal access by faculty, staff, students and administrators to Campus Computing resources both locally and remotely. Furthermore, it calls for increased investment in classroom technology, desktop technology refresh, research computing, site licensing and collaborative efforts with other campuses and institutions. The common theme throughout the plan is to build on core competencies; enhance partnerships and to utilize web based technology in the delivery of services.

## Mission Statement

The Office of Campus Computing at USF St. Petersburg is responsible for improving the learning and research mission which involve computing, data communication, access control, CCTV and voice over IP services. The St. Petersburg Regional Data Center (SPRDAC) and Campus Computing Services (CCS) are part of the Office of Campus Computing and support these functions. The Office of Campus Computing is also involved in the planning and implementation of the information technology necessary to support the evolution of USF as a major research institution, and academic programs that require technology.

## Vision Statement

The Office of Campus Computing will be viewed as an organization that provides exceptional customer service and technology leadership through professional and supportive action. This will be accomplished with continuous training and development of staff in a collegial and innovative environment.

## Current Organizational Structure

The Office of Campus Computing consists of the following positions:

Director – Jeff Reisberg

Systems Administrator – John Diaz, Lance Leger

Technology and Systems Analyst – Gabe Leandro, Rod Nussey, Gevan Peacock

Functionally the Office of Campus Computing consists of two accounting entities. The St. Petersburg Regional Data Center (SPRDAC) is an auxiliary responsible for all server, network, voice communication, Dell hardware repair, Casi-Rusco access control and American Dynamics CCTV operations for the campus. Campus Computing Services (CCS) is an E&G entity responsible for responding to requests from the user community regarding issues pertaining to computing, phone and voice mail. The computer labs, computer classrooms and classroom technology resources also fall under CCS.

## Current Services

The Office of Campus Computing provides a comprehensive array of services for student, faculty, staff and administrative users.

### 1. Telephone

Cisco Call Manager is the campus standard for telephone service. Over 350 numbers were converted from the USF Tampa legacy phone system during the summer of 2003 at a recurring cost savings of over \$300,000 per year. Units were allowed to retain the phone budget in order to assist with enhancing desktop technology. By 2004 the service had grown by over 35% to over 475 numbers. Today over 1250 lines are active at USFSP.. E&G Departments are not billed a monthly fee for phone service but are responsible for long distance costs, new handsets and new voicemail license fees. USFSP was first USF institution to comply with E911 (enhanced) service.

### 2. Voice Mail

Cisco Unity voice mail is the institution standard. Voice mail service is provided to over 500 subscribers.

### 3. Network

The network is the center of all technology services provided to the institution. Core network components are located in Davis Hall along with one or more network equipment distribution points in all buildings. The network is monitored and supported on a 24/7/365 basis to insure uninterrupted service and consists of 27 buildings: Bayboro Hall, Bayboro Station, Campus Activities Center, Children's Research Institute, Chiller Plant, Coquina Hall, Davis Hall, Florida Center for Teachers, Haney Landing, Knight Oceanic Research Center, One, Parking Garage, Pianoman, Research Lab, Plant Operations (POR), Poynter Library, Residence Hall One, Science and Technology, Snell House, SVB, Terrace 100, Terrace 200, Terrace 300, Terrace 400, USGS, Welcome Center, Williams House. Over 2000 network devices are supported in 27 buildings. Wireless network connectivity is available in fourteen buildings: Bayboro Hall, Bayboro Station, Campus Activities Center, Coquina Hall, Davis Hall, Florida Center for Teachers, Piano Man, Poynter Library, Research Lab, Snell House, Science and Technology, Terrace 100, Terrace 200, Terrace 300 and Terrace 400.

#### 4. Open Computer Labs

Three open computer labs are available in Bayboro Hall and Bayboro Station. Bayboro Hall houses 36 open lab PCs, 4 iMacs systems and 33 open lab/classroom PCs. Bayboro Station has 23 open lab PCs. The computer labs are open over 70 hours a week.

#### 5. Computer Classrooms

Six Computer classrooms are located in Bayboro Hall, Davis Hall and the Florida Center for Teachers. Bayboro Hall has one classroom with 33 PCs. Two of the Davis Hall PC classrooms PCs support ESP science courses while the third has 48 PCs. The Florida Center for Teachers has a PC classroom with 24 PCs and a second room with 20 iMac systems. Access to all computer classrooms is provided by the Casi-Rusco access control system.

#### 6. Classroom Technology Resources (Smart Classrooms)

Classroom Technology Resources (CTR) was established to support the computer technology needs of USF St. Petersburg faculty and students in a classroom setting. CTR provides the computing resources necessary for instructors to enhance the learning experience of all USF St. Petersburg students. All 41 classrooms are equipped with adjustable lighting, an Internet connected Dell Optiplex GX-745 computer with CD/DVD player, Office XP and Internet Explorer, a VCR, and video projection equipment. Each computer workstation is loaded with Windows Office Suite (Word, Excel, Access, and PowerPoint) and Internet Explorer (Web browser) installed and is CD/DVD ROM ready. Each faculty member is expected to attend a short orientation at least 24 hours prior to the first class meeting to become familiar with the computer workstation and to obtain a username and password for access.

## 7. Hardware Repair

Located in Bayboro Hall 231, the St. Petersburg Regional Data Center (SPRDAC) Hardware Repair Center is the St. Petersburg in-house source for convenient, economical repair services on the following Dell Optiplex and Latitude models: Dell Optiplex GX150, GX240, GX260, GX270, GX280, GX620, GX745, GX755, GX760 and Dell Latitude D & E series. Experienced technicians are trained and keep up-to-date on the latest in technology. They work in assigned territories, so you have the opportunity to get to know them, and they can become familiar with your equipment and your maintenance requirements. They come to you, often taking care of your problems on-site the same day. Departments with University-owned Dell Optiplex or Latitude equipment and valid account numbers are eligible for service. In addition, there are University-related organizations that qualify for Dell Optiplex or Latitude service, including all grant activities.

## 8. Infrastructure

SPRDAC staff play a key role in maintaining the outdoor fiber cable plant, generators and cooling systems that provide the necessary environment for uninterrupted service.

## 9. Help Desk

The Help Desk staff provide phone and onsite technology support for faculty, adjunct faculty and staff. They are responsible for escalating calls when necessary and supporting the tracking software used to manage and service over 4000 end user requests per year. Another key responsibility is keeping pace with the current technological trends as they apply to USFSP.

## 10. Access Control

In 1997, USFSP established numerous measures to increase the security for students, faculty, staff and facilities. Access control is part of these measures. The objective of this project is to improve the security of the University of South Florida St. Petersburg by better managing the access to facilities. The objective is also to implement a system that enhances security without disrupting the educational, research and other activities of the institution. The project has been implemented using a hybrid system of electronic card readers, metal keys, and scheduled electric locks. The primary focus is to secure the buildings. In most cases, several exterior doors on each building will be equipped with card readers. Remaining exterior doors will be locked automatically on a time-of-day basis. These doors will allow for exit but not for entry during after hours. In buildings where some interior areas cannot be accessed from a single exterior door, multiple card readers will be used. The system requires that all faculty and staff have a valid Proximity Card. Over 1100 access

cards are active, supporting potential access to over 120 doors in 11 buildings: Bayboro Hall, Bayboro Station, Children's Research Institute, Coquina Hall, Davis Hall, Florida Center for Teachers, Parking One, Piano Man, Science and Technology, Research Lab and Residence Hall One.

In 2001, President Judy Genshaft established a task force to improve USF security. USF Tampa adopted the technology in use since 1997 at USFSP for use in Tampa. A 1.5 million dollar retrofit project was approved and funded for the Tampa campus.

#### 11. CCTV

Campus Computing offers full-featured, full-performance digital video systems that are PC based and have revolutionized the use of video for security applications. The distributed system was first implemented in 1997, and advances in technology continue to drive its evolution, setting the standard for digital video management today. The video security system network has expanded to multiple buildings.

#### 12. Scantron

Three Scantron systems are currently available. The forms need to be delivered to the appropriate scoring office. Scantron machines are located in Davis Hall 258 and Bayboro Hall 228 and Bayboro Station. Faculty are responsible for all test scoring. Campus Computing Services does not archive the electronic answer sheet data and student reports. If exam records need to be saved, USB memory stick or CD is needed.

#### 13. Pay for Print

The open computer labs Bayboro Hall and Bayboro Station use a pay for print system for blank and white, and color printing.

#### 14. Institution Print Server

Network printing is offered to those departments who wish to utilize this service. With approximately 80 network printers available, printing needs can be consolidated and streamlined offering a dramatic cost savings by eliminating the need to have individual printers purchased for each desktop computer. Standard printers are made by Hewlett-Packard.

## 15. Institution File Storage and Backup

Campus Computing offers the service of data storage. Each faculty and staff member has server storage designated to them and can be located under the icon named "My Computer" as drive letter P:\. In addition, each department has a shared drive (Q:\, R:\, S:\, T:\, U:\) on the server for all office members to share files within the department. Both the personal and shared drives are backed up on a nightly basis in case of accidental deletion or file corruption.

## 16. Institution web server

Each faculty member at the University of South Florida St. Petersburg, is given space on the Campus Computing web server [Drive W:\] to create web pages to aid in the University classroom experience. Faculty members can access their web page by typing [www.stpt.usf.edu/yourusername](http://www.stpt.usf.edu/yourusername)

Faculty members can use these web pages for:

- Bio information
- Experience
- Courses
- Curriculum
- Research
- Community Service
- Academic and Industry Positions
- General reference and indexes
- Forms
- Publications
- Quick Links
- Contact Information

## 17. Campus disk images for existing hardware

Dell disk images are maintained on servers to provide rapid system restoration in the event of a hardware failure or for rapid deployment of new system purchases.

## 18. Electronic Mail

Electronic mail services are provided for over 500 faculty, adjunct faculty and staff through Google. Supported connection options include POP and IMAP.

## 19. VPN

Providing faculty and staff access to campus computing resources regardless of location has become a common request. A Cisco Virtual Private Network and Clean Access server are operational and support secure access.

## Guiding Principles for Campus Computing

1. In the 2001 legislative session, lawmakers approved SB1162 regarding education governance. Section 37 of SB 1162 provides USF St. Petersburg independence to operate as a separate budget and organizational entity. Specifically, Section 37 2(c), provides authority to enter into central support services contracts with the Board of Trustees of the University of South Florida for any services that the St. Petersburg campus **cannot** provide more economically including technology. The current contract for \$731,963 in IT services covers FAST, GEMS, OASIS and SPAdmin email.
2. All faculty, staff and students should have access to computing resources appropriate to their needs and responsibilities. This access should be provided by a network that is reliable, with minimal downtime and configured using open standards.
3. Institutions that rely on departments to purchase PCs end up spending more money and receive less in return. This decentralized model creates a Noah's Ark model of computing with each group of animals requiring a unique diet. Personnel, expectations and ongoing support costs become difficult to manage. A better model is the life cycle approach that strives to replace a desktop PC every 48-60 months. This approach is much more affordable due to the fact that systems can be purchased in bulk, use common disk images, firmware upgrades and parts during the life of the product.
4. All units must recognize that the growth of our reliance on information technology requires that an increasing portion of fiscal resources be dedicated for support. Technology decisions need to accurately recognize one time and recurring costs for both equipment and personnel. Funding for these costs must be provided on a recurring basis since consistent support is critical to the technology planning process.
5. Institution wide technology planning that will best serve the needs of all units, the establishment and implementation of policies and standards to facilitate use should be the primary responsibility of the Office of Campus Computing.
6. The institution should explore opportunities in distance education for credit courses delivered by academic units. Technology is the key component for distance education and support should be provided for curriculum development and electronic classroom management.
7. Technology for classrooms should be adequately configured and maintained with close cooperation with the academic units. Support should be provided for training and maintaining ongoing operations.

## Strategic Goals

### 1. PC Desktop Technology Refresh

Life cycle planning will help to guarantee that CPUs will be replaced on a regular basis. Tens of thousands of dollars will be saved by using volume purchasing and support costs will be reduced by limiting the number of hardware variations. The Office of Campus Computing will identify and replace a Dell desktop CPU, keyboard and mouse every 48-54 months for all E&G units using the phone savings generated in departmental budgets. Monitors, laptops, Macintosh units and printers will be the responsibility of the individual units. This program will include all classroom technology.

FY09/10	\$175,000
FY10/11	\$175,000
FY11/12	\$175,000

### 2. Classroom Technology Resources

With plans for student enrollment to increase, the need is evident for the enhancement of instructional facilities. Supporting innovative teaching facilities will help to attract and retain faculty and students. The Office of Campus Computing will work with the academic units to identify large classrooms that will be better served by using projection equipment and document cameras.

FY09/10	\$125,000
FY10/11	\$125,000
FY11/12	\$125,000

### 3. Site/Volume Licensed Software

The Office of Campus Computing will work to expand the site /volume licensed software packages that will benefit the institution. Among the benefits are significant cost savings to departments, a wider array of products and free updates. Currently End Note, Microsoft Office, SAS, SPSS and McAfee are site licensed products.

FY09/10	\$15,000
FY10/11	\$15,000
FY11/12	\$15,000

#### 4. Wireless

Wireless networking uses radio frequencies to send and receive data between PCs and network devices (Access Points). More students today have wireless ready laptops and have registered them in order to be able to access the USFSP network. Access points need to be located in strategic locations throughout institution and support indoor as well as outdoor locations. The Office of Campus Computing would like to expand wireless connectivity to additional areas for student access.

FY09/10 \$30,000  
FY10/11 \$30,000  
FY11/12 \$30,000

#### 5. Home Access

Providing faculty and staff access to campus computing resources regardless of location has become a common request. Home access to campus file storage is limited at this time due to numerous Microsoft software flaws. Many faculty and staff have requested access since. Cisco Virtual Private Network server maintenance is needed to maintain secure access.

FY09/10 \$4,000  
FY10/11 \$4,000  
FY11/12 \$4,000

#### 6. Building Access Control

The USFSP campus-wide Card Access System is designed to provide access control to campus buildings without the need for staff to manually lock and unlock perimeter exits. It can also provide access control to building offices, computer labs, high security areas, etc. In the case of perimeter control, each exterior door must be equipped with the following hardware:

Fail-secure (locked when unpowered) electric locking device (electric strike or electric panic device)

Door contact/switch (to monitor the status of the door <open/closed>)

Motion/Request-To-Exit Sensor (RQE) (shunts the door contact break when the door is opened from the inside)

Steel, key-removable center mullion for double-door exits with a separable connector for wiring harness (unless double door with electric panic device is specifically requested)

Designated exterior doors will also be equipped with proximity card reader. One or more exterior doors will be designated to be equipped with a key-override for emergency and maintenance personnel use in the event that the Card Access System is not available (e.g. system failure) and no other exits are to have key accessibility unless specifically called for. Door hardware selection is to be carefully coordinated with USFSP design guidelines and the Physical Plant Lockshop. The responsibility for wiring of the hardware and Card Access System components will be carefully and specifically defined for hardware, electrical, and card system contractors.

FY09/10 \$6,000

FY10/11 \$6,000

FY11/12 \$6,000

#### 8. Virtualization

Key areas for future delivery include the need to deliver software and technology services virtually.

FY09/10 100,000

FY10/11 120,000

FY11/12 100,000

#### 9. Scantron

USFSP needs to continue our commitment to faculty by offering the latest education technology to address the complexity of designing and managing the right curriculum and assessing students with effective solutions that streamline and simplify the assessment process. When combined with Blackboard, the combined systems offer a powerful and comprehensive way for faculty to diagnose skills, develop learning strategies, create tests tailored to individuals, measure progress, and report and analyze results. This product can be used separately, together or in various combinations, giving faculty flexibility in creating a solution. Scantron test scoring equipment is available in Bayboro Hall, Bayboro Station and Davis Hall and maintenance is required for reliable system performance.

FY09/10 \$2,500

FY10/11 \$2,500

FY11/12 \$2,500

## 10. Faculty/staff training and development

The workplace today contains numerous technology products designed to enhance efficiency and productivity. In order to help faculty and staff keep pace with changes in technological trends, a training program must be established. This new program will help to create a more stimulating environment with less frustration. Training will be provided on many of the tools needed to be productive at USFSP. Course offerings will range from single session to more extensive multiple session application courses. Experts from the various areas will be recruited and compensated for developing custom USFSP curricula and to teach the courses. Periodically, the Office of Campus Computing will look to in-house experts to assist with the training effort. As technological changes occur, training will be offered to enhance the experience at USFSP.

FY09/10 \$10,000

FY10/11 \$10,000

FY11/12 \$10,000

## 11. Computer Room Expansion

Space, inadequate electric power and HVAC capacity present difficulties for Campus Computing operations. Additional space adjacent to the existing computing facility in Davis Hall is needed to provide services for existing and new campus buildings.

FY09/10 \$15,000

FY10/11 \$10,000

FY11/12 \$10,000