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Joint Council on Academic and Student Affairs Meeting : 2017 : 10 : 16 : Office of Campus Computing Presentation

University of South Florida St. Petersburg. Office of Campus Computing.

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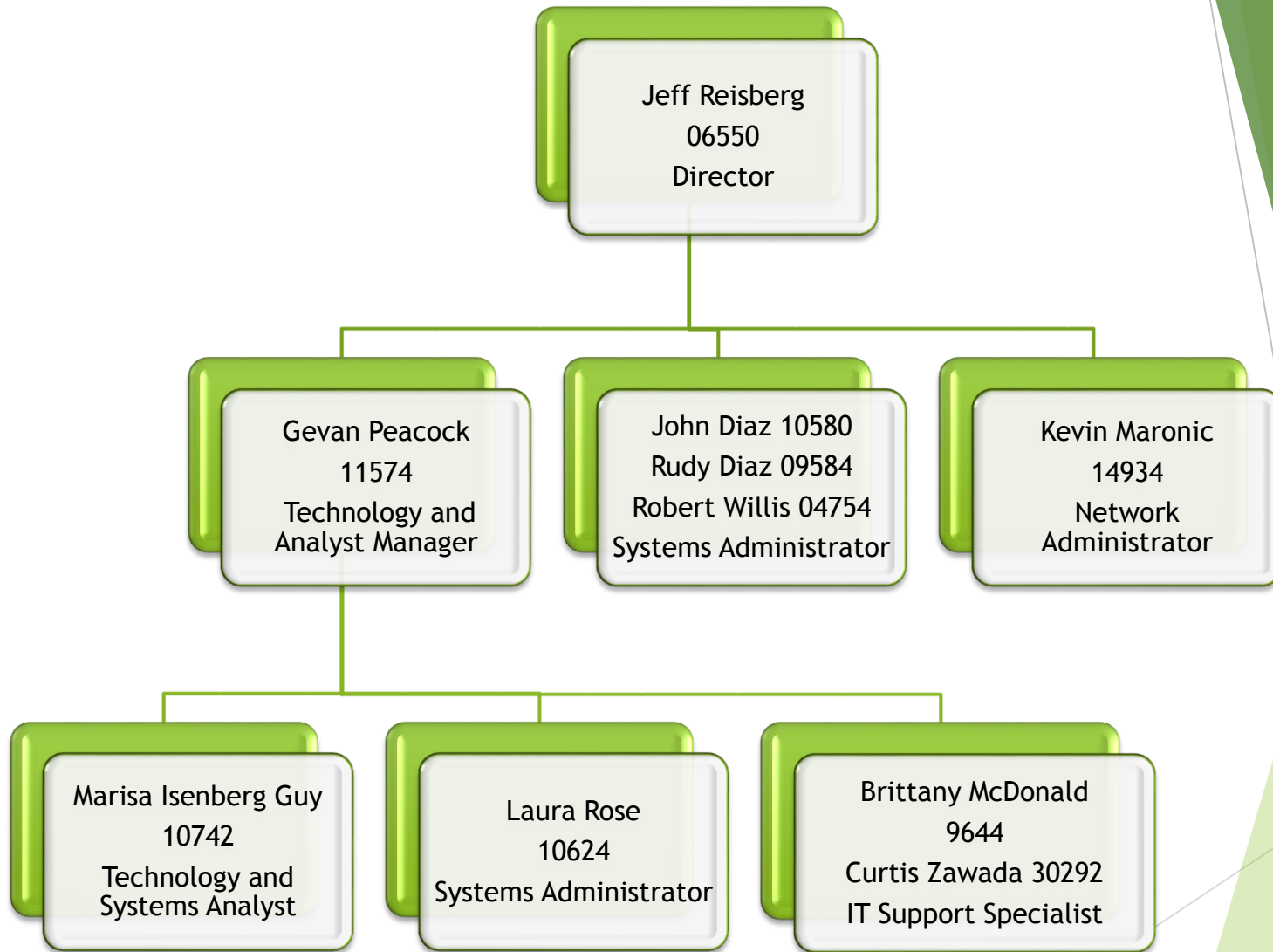
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The Office of Campus Computing at USF St. Petersburg is responsible for all functions that involve technology, data communication and voice over IP services.

Campus Computing Services (CCS) and the St. Petersburg Regional Data Center (SPRDAC) are an integral part of the Office of Campus Computing.

The Office of Campus Computing is involved in generating outside revenue to sustain the information technology infrastructure necessary to support the evolution of USF St. Petersburg.



Core Services

Telephone System

- ▶ 1400 Telephone Devices; 653 Voice mail accounts
- ▶ Emergency Notification System Management
- ▶ 30 Emergency (Blue) Phones; 12 Elevator Phones
- ▶ Call Manager Servers - Phone system
- ▶ Unity Server - Voicemail
- ▶ DNS - Call Manager

Desktop Computer Support

- ▶ 1,100 Bayboro Domain Accounts
- ▶ 1532 PCs in Offices, Labs and Classrooms
- ▶ 24x7x365 Virtual Computer Lab & Classroom: 400 seats
- ▶ 125 Network Printers
- ▶ 258 VPN Accounts

Core Services

Building Infrastructure & Security

- ▶ 2281 Card Access Users - 25 Building Servers
- ▶ 187 Automated Doors in 17 Buildings
- ▶ 352 Cameras in 20 Buildings - 27 Video Servers - Over 350TB of Stored Video

Construction Management

- ▶ Contractor for Technology Projects at USFSP

Core Services

Network Infrastructure

- ▶ 5000+ Copper Network Ports in 35 Buildings
- ▶ 550+ Fiber Network Ports in 35 Buildings
- ▶ 200+ Battery Backup Units in 35 Buildings
- ▶ 381 Wireless Access Points in 35 Buildings

Data Center & Network Ops Infrastructure

- ▶ Redundant Liebert Cooling Systems
- ▶ Redundant Uninterruptable Power Supplies
- ▶ Natural Gas Emergency Generators
- ▶ 24X7X365 On Call Support (168 hours a week)

Service, Problem & Project Management

Help Desk & Desktop Support

- ▶ 4,000+ User Initiated Requests Per Year (And Growing)
- ▶ Bomgar Appliance - Live PC Remote Access

Email

- ▶ Email Alias Management and Creation
- ▶ Google Groups

Windows Server

- ▶ File Storage - (P,Q... drives)
- ▶ Print Servers - 125 Printers
- ▶ Cisco ASA- VPN Access from Home

Service, Problem & Project Management

Policies, Procedures and Standards

- ▶ Software and Hardware Standards
- ▶ Technology Exception Requests and Renewals; 50+ last year
 - ▶ College Scheduler
 - ▶ StarRez for Housing
 - ▶ GradLeaders/Handshake for Career Center

Website and User Guide Documentation

- ▶ Provide Helpful User Information
- ▶ Automate Requests

Project Management

- ▶ Planning, Analysis, Security Review, IS Integrations

Service, Problem & Project Management

Imaging, Deployment, Patching and Security Services

- ▶ Deployment Servers - Image PC's
- ▶ Ivanti - Desktop Patching 775 Office PCs
- ▶ System Center - Application Installation and Patching
- ▶ Trend Micro - Virus Updates
- ▶ DHCP - Network Addresses
- ▶ Windows 10 BitLocker
- ▶ Alertus
- ▶ Firewall
- ▶ Web Security Appliance - Harmful Content
- ▶ Email Security Appliance - Spam
- ▶ Cisco AMP - Retrospective Malware Protection

Service, Problem & Project Management

Infrastructure

- ▶ VMware Production, DR, and Test Clusters with NetApp Storage
- ▶ Access Control Server for Doors
- ▶ Emergency Generator Control
- ▶ Domain Name Services (DNS) - USFSP.edu
- ▶ PRTG - Network & Server Status (2500 Devices)
- ▶ ConnectUPS - Emergency Power
- ▶ Emerson - Cooling

Application Services

University Advancement

- ▶ Extensis Portfolio - Photography & Video
- ▶ WAMP - WordPress Webpage Testing
- ▶ IIS Web server for University - Faculty and Staff pages

Physical Plant

- ▶ Envision BACtalk - USFSP Air Conditioning
- ▶ Emon - Energy Monitor USC

Police

- ▶ ReportExec

Student Affairs

- ▶ Titanium Schedule - Wellness Center
- ▶ Titanium Schedule - Disability Services
- ▶ EMS - USC Event Management

Institutional Research

- ▶ SQL Student Database
- ▶ Oracle Server

Faculty Research

- ▶ Bulk Storage for Faculty Research

Revenue Generation

- ▶ Established in 1999, the St. Petersburg Regional Data Center (SPRDAC), pronounced "spur-dak", is a USF St. Petersburg auxiliary trust fund that serves to generate financial reserves to sustain hardware within Campus Computing.

- ▶ Poynter Institute
- ▶ Barnes and Noble
- ▶ Sodexo
- ▶ Florida Humanities
- ▶ Grants
- ▶ Auxiliaries
- ▶ A&S
- ▶ Housing
- ▶ USF Pediatrics
- ▶ Marine Science
- ▶ USF Radio
- ▶ ROTC

SPRDAC Projects Funded with Outside Revenue to Reduce Costs

- ▶ Phone System with over 1400 active devices
 - ▶ Saved \$600,000 annual recurring since 2003
 - ▶ Over 8.4 million total
- ▶ Building Access Automation in buildings
 - ▶ Saved over \$40,000 in staff time annual recurring since 2006
- ▶ Cisco Network in 35 buildings
- ▶ Wireless Network
- ▶ Video Surveillance
- ▶ Classroom Computer Technology (Over 200 systems)
- ▶ Housing Fiber, Video Surveillance, Access Automation, Wireless, Wired Internet, Phone

Notable Accomplishments

- ▶ Windows 10 Roll Out - Standard Image, Infrastructure Planning
- ▶ Added 19 new classrooms including 2 computer labs
- ▶ University computer move coordination and installation in LPH, FTF, PNM, DAV, BAY, COQ ect.
- ▶ 350 Bayboro Accounts Created
- ▶ 418 Key Cards Created
- ▶ Upgraded USFSP Internet Connection to 10 GB
- ▶ Upgraded USFSP Virtual Storage capacity to 30 TB
- ▶ Upgraded USFSP Phone System and Hardware
- ▶ Wireless AC upgrade
- ▶ Single Sign On Implementation with USFSP Virtual Labs

Notable Accomplishments

- ▶ LPH Installation of 27 Cameras, 58 Access Points and 16 Card Readers
- ▶ WHL Installation of 10 Cameras, 12 Access Points, and 8 Card Readers
- ▶ COQ Edge Installation of 7 Cameras, 9 Access Points, and 2 Card Readers
- ▶ Upgrade and Addition of 25 Emergency Phones
- ▶ Camera Server Upgrade to 45 days of Video Storage
- ▶ Upgrade of New HD Cable TV Network for RHO, USC, and SLC

Upcoming Projects

- ▶ Desktop Upgrades for 400 Faculty/Staff Office Computers
- ▶ Upgrade of Door Access Control System
- ▶ WHL Renovations, Computer Lab Installation, and Analytical Chemistry Computer Installations
- ▶ Housing Phase 3
- ▶ Scantron Upgrades
- ▶ Windows 10 Upgrade on All Computers
- ▶ Apple Support Pending University Support
- ▶ Classroom and Lab Technology Refresh in
- ▶ CRI IP Camera Upgrade
- ▶ MSL Camera Expansion
- ▶ Expansion of Outdoor Wireless