

# 2010 – 2011 ITS Annual Report

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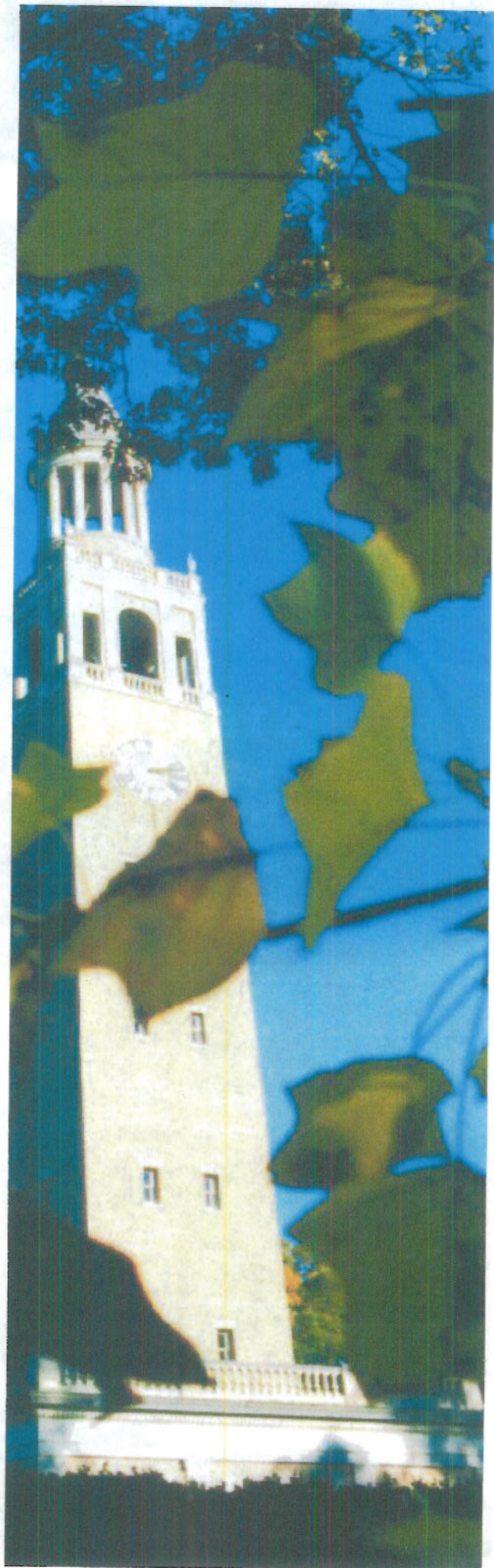
UNC  
INFORMATION  
TECHNOLOGY SERVICES

**STRATEGY SERVICE SUCCESS**



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## MESSAGE FROM THE CIO



Larry Conrad

This has been a challenging year for all of us in the Carolina community. Like the rest of campus, ITS has been strained by continuing budget cuts to find creative strategies to improve efficiencies and prioritize our services and resources to successfully meet the needs of the University. An increasing demand for those services and resources exacerbates the challenge.

Given the difficult economic times in which we find ourselves, it's tempting to just hunker down and focus only on existing requirements and services, waiting for better financial times to move technology forward. However, I believe this would be exactly the wrong thing to do at Carolina. Our University has become great because of smart, creative people who find inventive ways to solve problems and move things forward despite obstacles. We need to keep information technology moving forward BECAUSE of these difficult times. We need fresh, innovative solutions.

It may be a cliché to say IT is constantly changing, but it's true. The campus IT infrastructure needs to stay current to keep Carolina faculty, staff, and students competitive and productive. Frankly, when I arrived here three years ago, I was surprised to find that Carolina's IT infrastructure had fallen behind those of our peers, so there's a certain amount of catch-up needed to ensure that the University continues to progress. We have a number of important initiatives to help accomplish that. Although the details are covered elsewhere in this report, here's a list of what I see as the most important upgrades. Some have already been completed, while others are underway:

- Transitioning phone services to a Voice-over-IP (VoIP) solution
- Replacing the Topsail research computing cluster
- Transitioning from Blackboard to Sakai for the campus Learning Management System
- Deploying a new Distributed Antenna System to push cellular signals inside campus buildings
- Implementing the ConnectCarolina student system
- Planning for the HR, Payroll, and Financial systems replacement projects
- Creating a new Network Attached Storage infrastructure to provide cost-effective storage to the campus
- Increasing use of virtualized servers to reduce server costs
- Transitioning to Microsoft Exchange email and calendaring for faculty, staff, and students
- Upgrading on- and off-campus network connectivity to 10 GB
- Adding Apple to the CCI program
- Proposing a new research computing funding model to provide for lifecycle upgrades
- Recommending a new communications technologies funding model to include capital requirements
- Improving information security to better protect campus IT assets
- Re-imagining the student computer lab to have more of a "learning spaces" focus
- Re-imagining the CCI program to better support teaching and learning
- Assessing what's needed to better manage research data requirements

### *Outreach with the Carolina Counts IT Partnership Program*

A key initiative this past year has been the Carolina Counts IT Partnership program. This program was put in place to work with the Carolina community to deploy the various Carolina Counts IT projects defined last year. The program promises to significantly reduce IT costs for the University. As much a marketing program as anything, this program promotes a number of ITS services to the campus. Many of these services have been in place for some time, but have not been adequately communicated. The partnership program involves meeting with campus leaders on an individual basis and tailoring specific proposals to meet their needs. It's also an opportunity to take a fresh look at ITS-provided services in light of our partners' present needs and budget pressures.

### *Keeping our customers at the forefront*

Another key area of attention this past year has been to establish an ITS customer service initiative. This grassroots-level program, led by ITS staff, is designed to call attention to the need for an improved and consistent customer focus within the division and to instill customer service principles throughout the organization.

*ITS could not have accomplished all that we have this past year without our staff, who have worked unceasingly to provide the best services possible to our University.*

### *IT Governance*

The final initiative I would like to highlight is the University's new IT governance structure. This structure has begun to operate effectively and is providing critical input and guidance from the University community on priorities and direction for IT infrastructure and investment at Carolina. The IT Executive Steering Committee, chaired by the Provost, is augmented by a set of Coordinating Committees (sub-committees) that focus on key aspects of our IT environment: Enterprise Applications, Communication Technologies, Institutional Data, Instructional Technology, and Research Computing. Each of these committees is chaired by a key campus leader, and they are all fully engaged with various strategic IT campus initiatives.

The initiatives highlighted in this report are but a sample of ITS' work this past year. Many other projects were undertaken but are too numerous to include. ITS could not have accomplished all that we have this past year without our staff, who have worked unceasingly to provide the best services possible to our University.

This next year looks to be another challenging one, but with hard work and dedication from ITS staff, working in concert with the campus IT community, we will continue to move Carolina's technology forward.

Larry Conrad  
Vice Chancellor for IT and CIO

Flipbook: <http://its.unc.edu/its/annual-report/>

PDF: <http://its.unc.edu/cio/annual-report-2011>