Dear Jack Meadows,

As we look toward the challenges this New Year will bring, I wanted to take a moment to review with you some of our accomplishments and activities that have occurred in 2008. I hope that you will agree it has been a productive year and a successful partnership.

Provided consultation, communications and information on the following:

Software Releases and Upgrades:
- Microsoft Campus Agreement Renewal
- GroupWise Client upgrade
- Implemented new clientless Wireless solution
- Revamped guest wireless registration process
- Microsoft Critical Updates and Virus Alerts
- Facilitated updates and license renewals
- Implemented ZENworks desktop management tool

New and Continuing Technology Initiatives:
- Assessed classroom capture solutions
- Implemented Tegrity August 2008
- Academic Technology Committee (ATC) Planning
  - Expanding wireless protocol to 802.11n
  - Enhance emergency notification
  - Strategic Planning 2020
  - Implemented advanced technology platform and standardization of departmental applications
  - Completed HR upgrade – Benefits administration including open enrollment

Developed (HPC) High Performance Computing:
- Hired two research support consultant
- Hired one DBA
- Interviewing for a Systems Administrator position
- KyRON became official connector to Internet2

Enhanced DataCenter redundancy:
- Med Center 3 buildout
- Storage is mirrored between sites

Enhanced security infrastructure:
- Monthly penetration testing and assessment
- Implemented Encryption Software
- SSL-VPN

Integrated Data Warehouse to include:
- Admissions, Student Records, Financials, Grants, Account payable, G/L, Purchasing, Budget, IT Billing, Institutional Research, Human Resources, and Building Inventory

Reinvent Student Technology Services:
- ITech Connect
- Digital Media Suite
- REACH tutors in South Computing Center
- iMovie festival

In process:
- Standardization of university web sites including ADA compliance
- Implementation of University-wide
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- Implementation of University-wide document management (SharePoint)
- Latest version of Blackboard upgrade in December 2008
- eProcurement implementation in January 2009
- Microsoft Exchange proof of concept

Rate Decreases:
- Disk Storage: $0.06 to $0.02 per MB per year
- Microsoft Campus: $76 to $74 per year per license
- Eliminated documentation fees for short courses

Other News or Events:
- Technically Speaking Newsletter
- Regular visits with constituents
- Added face-to-face consulting
- Supporting a university-wide Tier 1 certification program
- Improved new employee and faculty technology presentations

I have enjoyed working with you to make progress on your school’s technology priorities and I look forward to strengthening our relationship in the year to come.

Best Wishes,

Troy A. Franklin