As we look toward the challenges this new year will bring, I wanted to take a moment to review with you some of our activities and accomplishment from 2008.

Below is a summary of the ways we have worked together over the past year. 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 (MCA) renewal
- Updates and license renewals
- GroupWise client upgrade
- Clientless wireless solution
- Improved guest wireless registration process
- Microsoft critical updates and virus alerts
- ZENworks Desktop Management tool

New and Continuing Technology Initiatives

- Assessed classroom capture technology solutions
  - Implemented Tegrity – August 2008
- Enhanced emergency notification system
- Reinvented Student Technology Services
  - iTech Connect
  - Digital media suite
  - REACH tutors in South Computing Center
  - iMovie Festival
- Developed High Performance Computing (HPC) infrastructure
  - Hired two research support consultants
  - Hired DBA
  - Interviewing for Systems Administrator
  - KyRON became official connector to Internet2
- Enhanced datacenter
  - Connected MITC to MedCenter3
  - Mirrored storage between sites
- Enhanced security infrastructure
  - Monthly penetration testing and assessment
  - Implemented encryption software
  - In process of implementing VPN
- Application System projects completed
  - Completed HR upgrade – Benefits administration including open enrollment
  - 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
  - Implemented advanced technology platform and standardization of departmental applications
- Application System projects in process
  - Standardization of university websites (CMS) including ADA compliance
  - Implementation of university-wide document management (SharePoint)
  - Blackboard upgrade to latest version in December 2008
  - eProcurement implementation in January 2009
  - Initiated proof of concept for Microsoft Exchange
- Rate Decreases
  - Disk Storage: $0.06 to $0.02 per MB per year
  - MCA: $76 to $74 per year per license
  - Eliminated documentation fees for short courses
  - Eliminated some telecommunication charges
- Expanding wireless protocol to 802.11n
- Academic Technology Committee (ATC) Planning
- Strategic Planning 2020

Other News and Information

- Initiated Technically Speaking Newsletter
- Conducting regular visits with constituents
- Added face-to-face consulting
• Supporting a university-wide Tier 1 certification program
• Improved new employee and faculty technology presentations
• Completed plans and identified budget for expansion of IT Services in HSC K-Wing
• Successfully completed disaster recovery testing
• Initiated IT Customer Service Week

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

Best Wishes,

Susan M Barber
Susan M Barber, Client Partner