



Infrastructure, Systems and Support Annual Report 2007-2008

The College's core infrastructure, computer systems, and community support operations have been upgraded and enhanced over the past year. Below are selected accomplishments.

Infrastructure

- The Five College Fiber optic network loop, which links all five colleges together to high bandwidth internet services, had upgrades to electronic gear to provide full redundancy.
- Replacement and enhancement to several components of network hardware including core routers and switches. This was the third year of a concerted effort to form a core homogenous architecture for the network continuing to lay necessary groundwork for enhanced network services, communications, and applications.
- Implementation of new Bradford network access control system upgrading the existing system installation.
- Continued network wiring upgrades replacing outdated low-bandwidth wiring in Ciruti and Dwight buildings.
- Implementation of new MHC network system and disk array supporting community email and file storage systems.
- Completion of an integrated wireless network system for all 20 residence halls. Over 400 access points have been deployed and linked to central control units.
- Completion of wired and wireless networks in the New residence hall.
- Upgrades and revisions to the enterprise identity management architecture steadily progressing. These revisions include real-time Datatel ERP integration, establishment of unified accounts for all alumnae in order to log in to various systems, and planning for future identity management enhancements.
- Migration of several departmental servers into the secured Kendade computer operations center.
- Upgrade Unix to Windows public/private key authentication to transmit interface files between servers/applications. Where it's been implemented, it eliminates the need to manually transmit files between servers.

Systems

- Implementation of Datatel Advancement and financial interfaces to replace the existing Summit system on the AS/400. Various data conversions and reporting solutions are still underway with a full cutover scheduled for this fall.
- Ongoing implementation of the RedDot Content Management System (CMS). Template redesign within the RedDot system was achieved. Academic sites began migration into the CMS and administrative sites are planned to begin conversion in the fall semester.
- Completion of the Lawson Financials system technology upgrade to version 9.0. This included the system migration to a new enterprise server and storage environment, migration to an Oracle enterprise database, integration to College's enterprise identity (LDAP) directory, and enhancements to new web services.
- Ongoing upgrades to Datatel applications, WebAdvisor (ISIS) product, and Safari reporting solutions.
- Development of Datatel interfaces including those for the emergency response system and the eCommerce system.
- Upgrade to the Sakai (ella) learning management system.
- Enhancements to the Senior Symposium registration, scheduling, and tracking system.
- Implementation of CASHNet e-Commerce software, focusing initially on the e-bill and e-payment components for Student Financial Services.
- Planning for the Lawson Financial systems application upgrade to V9.0, and implementing Lawson's new object-based security model.
- Upgrades to PowerFAIDS financial aid software used by Student Financial Services and related the student-accessed web-based PowerFAIDS software known as Net Partner.
- Added a new web form related to the Events Calendar to request campus space.
- Upgrade to the automated Five-College registration process to include file encryption capabilities.
- Upgrade to Meeting Maker calendaring system.
- Upgrade to Track-it help ticketing and software deployment system.
- Moved the Course Catalogue database server to a new server.
- Planning for adding official transcripts requests for the Registrar's Office and the student enrollment deposit for Admissions to the CASHNet e-Commerce software.
- Planning for the Course Catalogue web server upgrade, which includes migration to a new server.

- Planning for the upgrade Report2Web to version 4, which includes LDAP support. The upgrade will include the migration to a new server.
- Planning for the upgrade of EMS to version 5 web, which includes the upgrade to the EMSPlan web software for campus event planners? This upgrade will be closely tied to the upgrade of MasterCalendar software to version 3, which is the foundation for the College's MHC Event Calendar.

Technical Support

- Processed 4206 work orders through the LITS Help Desk.
 - 1565 Tier 1;
 - 745 Tier 2;
 - 1013 Tier 3;
 - 883 Student Diagnostic Center;
- Provided 8275 hours of campus support via student workers.
- Installation of over 400 desktop computers for the MHC community, academic labs, all residence hall clusters, LITS labs.
- Pilot tablet computer – support/deployment of 3 HP tablet laptops through collaboration with RIS team.
- Deployed 37 dual boot Macintosh computers in public and academic labs and selected classrooms.
- Supported 11 Summer Conferences with lab use, office desktop systems, classroom support.
- Supported Network Access Control system (Bradford) for incoming students and residential networking.
- Opened new public computing lab: Mediated Educational Work Space (MEWS), Fall 2007 – Cross Departmental Team.
- Completed phase-one roll-out of Office 2007 including training and installation for 60 targeted departments.

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