INFORMATION TECHNOLOGY COUNCIL (NORMAN)
2009-2010 ANNUAL REPORT
SUBMITTED BY TAMMY MCCUEN, CHAIR

Membership

The members of the 2009-10 Information Technology Council, their departments, and terms:

Faculty Senate Appointees:

Chung Kao	Physics & Astronomy	2009-12
Suleyman Karabuk	Industrial Engineering	2007-10
Tammy McCuen, Chair	Construction Science	2009-12
Sarah Robbins	University Libraries	2007-10
Todd Stewart	Art	2008-11

Staff Senate Appointees:

Stefan Ice	Music	2009-12
Colin FitzSimons	Technology Development	2007-10
Jeffrey Boles	CCE Outreach	2008-11

Ex-Officio Members:

Robert Kelly	For the Vice President & Provost
Burr Millsap	Vice President for Administrative Affairs designate
Xiangming Xia	For the Vice President for Research
Nick Hathaway	President Designee
Dennis Aebersold	Vice President for Information Technology and CIO

The chair would first like to thank Information Technology for providing valuable information to the Council during the year. Nick Key, Matt Singleton, and Mike Sewell have provided ongoing support by attending meetings and making regular reports. The chair would also like to thank Jeff Boles for taking minutes this year and Robert Kelly for his continued willingness to maintain the ITC website. Finally, the chair would like to thank members of the ITC for their active involvement in discussions and investigations throughout the year.

Meetings:

2009: September 10, October 08, November 12
2010: February 11, March 11, April 08

Projects & Issues

Exchange 2010: Migration began in October and after a brief pause during spring enrollment it continued during spring.

OU2GO: An application available on the iPhone App Store. The application includes a GPS feature with the campus map, a newsfeed, weather, sports, and the fight songs. A second application is being considered called OU4U. It will be focused toward internal students, with possible access to D2L and oZone. OU2GO has more general campus info, and is more an internal/external applications.

Laptop Encryption: The exportation and re-exportation of Symantec Products may be prohibited to certain countries or may require an export license. In some countries encryption technologies are subject to confiscation. Contact the University's Office of Export Controls for more information.

oZone: The go-live for oZone services occurred in late September with the roll-out of the site. Spring 2010 enrollment migrated to oZone occurred and student enrollment in oZone was campus wide. A feature to replace the iThink Photo Roster was launched in oZone for the spring semester. IT is receiving continual feedback about oZone, including positive feedback about what is working along with feedback

about areas for improvement. IT is working to resolve issues and concerns expressed by all users. An "I Hate oZone" Facebook wall has been established by students to vent frustrations. IT is actively monitoring and posting on the wall in an effort to improve the system. IT reports that the wall has provided useful information to IT.

Phase 1 implementation of oZone was completed in spring. The oZone grading feature was online for the winter 2009 intersession. Spring grading was the first full rollout to campus. Work has been done to develop the helpdesk and training areas.

oZone Phase II – The executive committee has approved a Phase II, with six month chunking for projects set into various priority levels.

a) Priority 1 is the hundreds of reports that have been request across campus. Financial Aid will be upgraded to version 8.6, with work required on transcripts. Institutional degree conversion (still on mainframe), proving problematic due to historical setups. The classroom scheduling is still out for bid, needs to be selected and stood up to work with Banner. Another piece is CRM (Customer Relationship Management) for recruitment services. This will be a brand new system for financial aid/alumni to manage relationships, but interfaces with Banner.

b) Priority 2 (Summer) has second level reports and other requested enhancements to the system as determined by the executive committee. Students had a backlash to the new enrollment system, as it is less feature-rich than the old system. SunGard has a "flexible registration system" for Banner that is an additional purchase. We would be the first University in the nation to use for general enrollment, as it was originally designed for smaller continuing education style groups. Allows several missing features in current enrollment, but still lacks real-time error checking of prerequisites. There is also a "Web Tailor" upgrade to allow better cosmetic adjustments to the Banner external systems. Other elements include a new Master Course Inventory system (separate from Banner) requiring additional bids, and hardware upgrades for the infrastructure of these systems. The plan is to decommission the mainframe at this point and recoup the ongoing costs of running it.

c) Priority 3 (Feb 2011) Additional reports and enhancements as requested by customer and determined by Executive Committee. Begin developing Workflow for process determination. This should provide useful for staff offices, allowing logical process sequencing, approvals, job scheduling and all built-9i9n to Banner. This is viewed as a good feature, but not critical at present. Another element for this priority phase is the roll-out of the Enterprise Data Warehouse to store operational data for deep reporting and analytics. Currently only have a transactional system for live data, but should allow excellent source for future planning. There are also upgrades to Luminis planned at this time.

d) Priority 4 More reports and enhancements from customers, continuing system support, maintenance upgrades and patches to new systems, and an attempt to move from a project office to an operational office.

Lecture Capture Initiative: The Information Technology Council (ITC) joined with IT and the Teaching, Learning, and Writing Center in an enterprise wide lecture capture initiative. The mission is to identify candidate lecture capture products; provide for on-campus demonstration and testing; and move toward recommendation for an enterprise wide solution to lecture capture. ITC and the Teaching, Learning, and Writing Center are working to recruit faculty members across campus to participate in testing products. An enterprise wide solution is sought that is compatible with D2L and streamlines IT support.

IT is working with vendors, attempting to gather requirements and specifics. Basic requirements are compatibility with pre-existing systems, such as D2L and infrastructure. The plan is to do an RFP for a campus solution, but the requirements are diverse. This would be a pay-as-you-go service IT would provide through the RFP. It is likely multiple vendors would receive awards. Echo360 and Integrity demonstrated lecture capture products on campus during the spring semester. More vendors will be invited for demonstrations in fall 2010.

iTunes U: iTunes U is a Content Distribution Service, not a content creation tool. It provides a means to push content out to students and beyond both through a special section of the iTunes Store and through a web-portal. This will serve as a secondary location for content compared to the public YouTube presence OU has created. It is perhaps more suitable for audio materials, and to make resources easily accessible to students. There are several issues, including accessibility, fair use, copyright and other concerns that have be resolved and communicated to the users of the system. The planned rollout of the service is by summer. IT is setting up a project tracking page to keep all interested users apprised of the status of the project.

Invisible Bracelet Program: A new program that will allow faculty, staff and students to enroll into voluntarily, putting critical medical information in system (allergies, known illnesses…) and receive a keychain fob, wallet card, and sticker. EMT around the nation will be able to scan card and get critical information from system. Marketing of the program will begin in Fall 2010.

Election of New Chair: Chung Kao was elected to serve as Chair of the Council in 2010-11.