

# **OEM Cross-Functional Strategic Planning Group: Technology OEM 2010 Retreat - 5/20/10**

## **I. OEM Technology Cross Functional Group**

- Bryan Bradford - Admissions
- Roland Cote – Registrar/Executive Sponsor
- Chris Klinger – Office of Student Financial Assistance
- Mark McConahay – Office of the Registrar – Chair
- Anne Palmer – Performance and Technology Integration
- Ron McFall - Office of Scholarships
- Trevor Pittman – Office of First Year Experience programs and
- Kim Fatten – OEM Administration

## **II. Group Charge and Issues generated from 2009 OEM Retreat**

### **OEM Tech Group Charge (From Roger)**

- Move the OEM strategic plan forward
- Develop Ideas/project/agenda for multiple OEM units
- Develop organizational structure to enable OEM collaboration on technological subjects

### **2009 Retreat - Issue and Suggestions**

#### **Centralization Issues**

- **Hardware/Desktop support**
  - Develop OEM standards – common software deployment - improve/establish training programs
- **Application Development**
  - Establish library of modules/services
- **Documentation Repository**
- **Central vs. Distributed IT Models**
- **Access to Application/Report Development/SIS Expertise**

#### **OEM Web Brand vs Independent Web Design/Deployment**

#### **Intra and Inter OEM unit Workflow**

#### **Adopt “Green” Technology Standards and Practices across OEM**

#### IV. Centralization Issues - Hardware/Desktop support

*“Reliance upon automated systems has increased within OEM (in fact everywhere) in recent years and thus the issues/problems need to be addressed directly. We recognize OEM as a **Federation of Operational Departments** with distinct approaches to selection of desktop tools, applications, operating systems and the associated support structures.”*

##### Discussion Summary

- OEM needs to define its Desktop/Laptop Support Structure
- OEM needs to formalize responsibilities for these tasks among and between OEM units
- OEM should consider establishing standards for all desktops/laptops in OEM to include (but not be limited to) operating systems, base configuration, base machine security settings, applications (particularly 3<sup>rd</sup> party), shared directory structures, etc
- OEM should consider establishing data security policies for all staff

#### V. Hardware/Desktop Support – Actions

- **Identify Un-support OEM Units**
  - Scholarships
  - First Year Experience
  - Enrollment Planning and Research
  - Interactive Communication
  - Performance and Technology Integration
  - OEM Administration
- **Determine Scope/Scale and Variability of OEM Desktop/Laptop Environment**
  - Develop/Deploy Technology Survey
  - <http://www.surveymonkey.com/s/RHVJ5SK>
  - Results – See Attached**

#### VI. Conclusions/Actions

- **Define “standard” desktop for purchase across OEM (many)**
  - “Power” user machine
  - Standard Desktop
  - Laptop
  - Aggregate orders across OEM units (Kim Fatten)
- **Participate/Evaluate potential for Virtual Desktop Environment**
  - Insure departmental operations and departmental flexibility
  - Ability to locally administer
  - Affect of capital/operational budget cycles
- **Define Support Structure for New OEM Units (To be Done)**
- **Define Standard desktop “Build” across Units.**

**Results - OEM Desktop Support Questionnaire**  
**OEM Technology Cross Functional Group**  
**4/05/2010**

Responses – 11 respondents from 9 OEM Units

**Organization and Support**

How many DESKTOP computers are supported?	427
Please list the dominant vendors of desktop computers?	Dell
Is there a replacement life cycle for desktop computers?	Lifecycle - YES
If you answered yes to questions 3, please describe.	Predominantly <b>3 years</b> - some 4 years
How many LAPTOP computers are supported?	59
Please list the dominant vendors of laptop computers.	Dell, Lenovo, Sony
Is there a replacement life cycle for laptop computers?	Yes (except Scholarships)
If you answered yes to questions 7, please describe.	3, 4 and 5 years
<b>If you provide desktop/laptop support, which department(s) do you support?</b>	
<b>None:</b> Scholarships, SDD, ERR, OEM-ADMIN	
<b>FYE:</b> FYE (but not true LSP)	
<b>OSFA:</b> OSFA	
<b>Registrar:</b> BREG, SCHOL, OEM Communications, OEM Admin and patching/backup for FYE/OSFA	
<b>Admissions:</b> ADMS, ERR, SDD, PRO	

**If you are a support provider, what other tasks and responsibilities are you required to perform?**

**Registrar:** projector support , PolyComm, tech specifications, vendor liaison, Comm Services at UITS, customer training, Server/LAN management, Admin for OEM File server permissions, ADS management, LAN/Firewall Security

**ADMS:** Windows Software Update Server Nortan Anti-Virus Server HTTP Server (home grown helpdesk website) Network Security Inventory Classroom instruction Policy documentation Purchasing consultant Active Directories (GPO and other functions) Exchange Server account management Windows Server 2008 Virtual Apps Windows deployments MS Configuration Manager Surplus transfers Troubleshooting software and hardware issues

**FYE:** web development, data analysis

**OSFA:** Programming and assist with Web Services

**If you DO NOT provide support (but receive support), who (person or department)is the primary desktop/laptop support provider?**

**Scholarships:** BREG

**SDD:** ADMS

**EPR:** ADMS

**OEM-ADMIN:** BREG

**FYE:** BREG

**If you DO NOT provide support, who (person or department) is the secondary (backup) support provider?**

**SDD:** ADMS  
**OEM-ADMIN:** FYE or OSFA

**Who (person or department) is called/notified in the event of a security problem or computer breach?**

**Scholarships:** BREG  
**Registrar:** BREG  
**OEM-ADMIN:** BREG  
**FYE:** BREG  
**OSFA:** OSFA, then Manager/BREG  
**EPR:** ADMS  
**Admissions:** ADMS

**Is there a different person called if the problem is related to software?**

If department is primary provider, the answer **Yes**.  
If department function depends upon software (ERP) then **"Yes"**  
Otherwise, **NO**

**If you answered yes to question 13, please identify the person/department called for software problems.**

All (except OEM-Admin) responded by saying "depends upon circumstances."

## **Desktop Build**

**What is the primary operating system (OS - e.g., Microsoft XP Professional SP3) used?**

**All - Primary OS:** XP SP3  
**ADMS:** VISTA (30%), Windows 7 (20%)  
**BREG:** MAC

**Is there a standard PC platform or vendor for your area?**

Predominant Answer: **Yes**

**How many printers are supported in your department?**

117

**Please list the dominant vendors of printers in your department**

HP is Predominant Printer (and Dell)

**Is there a replacement life cycle for printers in your department?**

Yes and No..

**If you answered yes to question 6, please describe the replacement life cycle?**

4 or 5 years

**What other hardware is part of your business environment (e.g., scanners,etc.)?**

Scanners, fax, polycom, media display software, MFP(?), LCD projector, switch, hardware firewall, server room, External hard drives, 30 (?) USB bar code scanners, Drawing tablet (Gene).

**What constitutes the primary software and tools of a standard desktop/laptop platform (e.g., Microsoft Office 2007, Adobe Acrobat, etc.) in your area?**

**All Units**

MS Office, Adobe Reader, IE

**BREG/ADMS/OSFA**

Adobe Premium suite, Oracle client, Symantec, Mozilla/Firefox, Flash, Java

**BREG**

Citrix Client, Quick Time

**Scholarships**

Photoshop

**ADMS**

Onbase, Active X, JAVA JRE, ICA, Pidgin(chat), Google Earth, QuickTime

**SDD**

Ultraedit, Mozilla

**FYE**

DVD Burning, MS Publisher

**ERR**

Mappoint, Visio, Oracle Client, ArcGIS, SPSS, SAS

**What is the primary browser used in your department?**

**All Units but SDD and ERR:**

IE (but all tolerate Firefox)

**SDD**

Tie between IE and Firefox

**ERR**

Firefox

**What Antivirus/Antispyware tools are used in your department?**

Symantec

**Are there other standard "builds" (e.g., for software developers that are different from standard builds)?**

**Scholarships, ADMS, OEM-Admin, ERR**

No

**BREG, SDD, FYE, OSFA**

Yes

**What other common software/tools (e.g., SSH 3.3, Visual Studio.Net, Adobe Design Premium Suite, Aqua Data Studio, etc.) or clients (e.g., Oracle 10g) are typically loaded on your computers?**

**Aqua Data** - BREG, OSFA, SCHOL,

**SSH Secure Shell** - BREG, OSFA, SDD

**Adobe Tools** - BREG, ADMS, SDD, OSFA, ADMIN

**Oracle 10g** - BREG, SDD, FYE, OSFA

**IOpus** - BREG, ADMS, SDD,

**Others**

**BREG:** RDP, 7-Zip, Ultra-Edit, Textpad, Ad Astra, Identity Finder, SPSS, InDesign CS2, Visio client

**SDD:** PeopleTools (App Designer), Visual Basic, Microsoft Visual Studio, Delphi (to be retired)

**FYE:** Premier Elements, Lightroom, and Illustrator

**ERR:** SAS

Please list any specialized software/tools that are unique to your business requirements (e.g., IOPUS, Citrix, Ad Astra, etc.).

**Iopus:** BREG, ADMS, SDD, OSFA

**SAS:** BREG, ERR

**Citrix:** BREG, ADMS, ADMIN, OSFA

**BREG:** Ad Astra iOpus SPSS VMWare vSphere 4.0 client

**ADMS:** Onbase, iOffice, Carina, vega

**OSFA:** Camtasia, Sightmax Chat

## Network and Security

Does your department use Static IP addresses? Yes

Does your department use a DHCP IP service? Yes

If you use DHCP and Static IPs, approximately what is the percentage of use of each service?

70/30 DHCP

10% DHCP (laptops), 80% static (workstations, printers, and servers)

70% DHCP to 30% static IP

90%

4 machines have static IPs; all others are DHCP.

We were just moved to full static IPs

This is one of those questions that I will defer to Clark or Alice on.

10% Static 90% DHCP

How are patches and other security components installed and managed in your department?

Pushed out Centrally

BREG, ADMS (note - non-standard handled by OSFA)

How are PCs rebuilt in the event of a security breach or viral infection? Who is responsible for the rebuild?

BREG, ADMS, OSFA

Please list any unique security issues within your department (e.g., PCs in a public environment, installed public kiosk, etc.).

**BREG:** Reg Center, Shared PCs, Servers

**SDD:** Fierwall Exceptions

**FYE:** Large number of Stduent Staff

**ADMIN:** non-IU laptop used for business.

## Open Ended Remarks

- All in all, we've had strong support. I would say a quicker response to immediate issues could be desired, but again it's been very positive overall.
- **Complexity if issues and not clear whom has (or is) priority**
- Combination of desktop support and server maintenance, along with security Providing support to a large customer base with a small team, **without clearly defined support roles**
- Strategically the biggest problem is not having enough people hours given the **support demand** to have time to reliably improve and innovate. This is most troubling in the area of being proactive with security, but is broader than that, affecting the ability to standardize, to roll out new configurations or services quickly, etc.
- Patching adobe and java
- "Local Support" is three blocks away. But we don't really need resident support.

Al could probably identify the things he finds most annoying about supporting us; might be when we do massive replacements of machines.

- We move to and from Wright residence center each year.
- Communication is the biggest one. It also doesn't seem to be clear to everyone involved what department supports Admin in Franklin Hall. Admin in Weatherly is supported by Admissions at a very, very low level.
- I believe that while having our security patching, file server, print server, and overarching support handled by the OESTech group is convenient, it also creates somewhat of a disconnect between the LSP and the patching procedures that go on. OSFA has traditionally not had a full-time LSP until a year ago when I started my position. **There actually was quite a bit of work to do in terms of getting things standardized** and patching correctly and I worked closely with the OESTech group to accomplish this.

## Suggestions

- Maybe "workshops" for certain software within the department, as opposed to going over to the Wells Library for training. Only if there is sufficient demand though.
- **Have some "standards" for configurations of HW and software,**
- As discussed, well **defined support roles** and perhaps an evaluation of workload
- This may be three, but it is all in one sentence: Consolidate, flatten, and specialize. That is, consolidate IT staff and resources, flatten the organization that administers and supports them, and develop some deep expertise in the key areas that matter the most.
- More interaction between the departments. I don't know much about what OEM does anymore. I'm all by myself but doing well. I tend to be on the cutting edge of technology anyway so I employ lots of automated systems because I'm by myself. I don't even know most of the other IT staff. I only know Wayne and Alice and Corey.
- We're pretty self-sufficient.
- **Standard machines across the unit.**
- Other than consolidation of support so that we're all doing it the same way, what about little stickers for our monitors with either the email address or phone number of who should be called for support, security breach, or other IT issue?
- Though I am not a fan of micromanaged environments, I believe **some centralized tech support structure should be in place for all of OEM.** I do understand that we are all not in the same building and our respective departments have different functions, therefore I believe that it is still important to have an LSP / main support tech for each group. My vision would be a centralized team that retains an LSP for each department. The purchasing, lifecycle, patching, OS builds, rebuilds, printer / file services, and security standards (GPOS etc.) would be handled centrally with key input from the LSPs. There would be a centralized OEM support ticketing system in place and tickets would get assigned to the respective departmental LSP based on the requestor.