The Enhanced Desktop Management Service (EDMS) software was installed to allow IT Services to more effectively manage and support Wilkes University PC desktop/laptop environment. EDMS maintain a real-time inventory of Windows systems that provides accurate information upon which to plan life-cycle replacements.
Goal 1: Infrastructure – The University will be supported by a reliable, secure, integrated, and industry-standard infrastructure that is appropriate to the institutional mission.

Tactical Initiatives:

Network Upgrades (Phase 2) – With the acquisition of UCOM, a second phase of this project will encompass the relocation of the network core from the data center in Stark to the data center in UCOM, running voice and data to Public Safety’s new offices in the Parkade Center, and cabling of UCOM and Parkade offices. Additionally, this project encompasses the re-design and repair of the UCOM data center. The UCOM data center has a backup generator, which the data center in SLC lacks. Having a backup generator, in addition to an uninterruptible power supply (UPS), a battery backup system is needed to satisfy an audit finding and to ensure that Wilkes is able to continue operations through periods of extended power outages. Project plans for additional phase-two networking enhancements for summer 2006 will be developed in April. They include cabling 10 East South, re-cabling the Student Center, Library, Darte Center, and Bedford Hall.

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Work in the UCOM data center has slowed due to the demolition of the office space. The UCOM data center move should be completed mid-August. Cable rough-in for UCOM should begin in next 2-3 weeks. The de-installation of the old fiber optic cable from the outside cable plant is nearly complete.

Wireless – Establish WiFi conductivity across key campus locations that meet or exceed industry standards for reliability, security, interoperability, and integration.

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<td>May 1, 2006</td>
<td>August 31, 2006</td>
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The city-wide vendor for wireless, AIM, and IT Services staff are planning the technical integration of the campus and wireless networks. Wireless service is scheduled to be operational for the campus before the start of the semester.

Replacing Social Security with a Generated ID/One Card System Upgrade – This project satisfies the need for Wilkes University to protect the social security numbers of faculty, staff, and students. It will eliminate the need to store an individual’s SSN in all systems other than Banner, thereby reducing the risk of identity theft. Additionally, this project will minimize the number of separate systems currently in use to create and maintain the ID card system, thereby reducing the time needed to produce an ID and providing better control over the ID system.

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The final aspect of this project involves sending Wilkes Identification Number (WIN) wallet cards and then purging the SSNs from all Banner locations where there is not a business need for this information. Action on this was pushed back to the end of June 2006.
**Network Security Enhancements** – Much has been done to protect the Wilkes campus network from external threats. The next step in creating a secure Wilkes network is to deploy Cisco Clean Access, which will automatically detect, isolate, and clean infected or vulnerable devices that are authorized to connect to the campus network. This application will identify whether a desktop or laptop is compliant with its security patch levels and antivirus software, and repair any vulnerability before permitting access to the Wilkes network.

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The project team completed development of the network access requirements, communications, and rollout plans. In order to access the Wilkes network, Windows-based computers will be required to have an Operating System of Windows 2000 or higher. They will also need to have anti-virus, anti-spyware software installed, and up-to-date security patches as well as virus definitions. Macintosh and Linux-based computers will only need to authenticate, as a software agent for Clean Access is not yet available on these platforms.

The CCA software was implemented May 1 through May 4, 2006 in INFORMATIVE mode in the dorms that are on the Wilkes network. CCA will be implemented in INFORMATIVE mode for the balance of the campus on August 5, 2006. Even though CCA checks to see if PCs meet the requirements, it does not restrict their access to anything on the network. Starting on **September 25th, 2006**, CCA will be placed in a full ENFORCEMENT mode for all of Wilkes, where non-compliant systems will be restricted from connecting to the Wilkes network until their issues are remedied.

**Enhanced Desktop Management Services** – Successful desktop management is a complex and time-intensive undertaking. Wilkes has over 1,400 computer systems in its offices, classrooms, and labs. Each of these systems are maintained by a User Services technician who must physically visit/touch each of the systems to perform software upgrades, patches, conduct inventory, and provide support. This project will implement a software solution that will provide a set of tools that will increase the effectiveness of staff performing these tasks and thereby allowing a faster and higher support level to the campus community.

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The EDMS application has been pushed out to 581 Windows systems as of the end of May.

**Scheduled Maintenance Activities** - A new anti-virus application, Sophos was pushed-out to all campus Windows system on May 10, 2006. IT Services staff are currently developing scripts to upgrade to the next version and push the Sophos software out to Mac systems.

The campus' main telephone trunk is in need of repair. A section of the trunk’s outer casing, outside of Stark, is damaged and has exposed copper wiring. It is believed that this is the cause of the intermittent noise (static) that is heard on various phone calls and if not addressed may become worse. Replacing the damaged section will impact phone service to Sturdevant, Pearsall, Evens, Conyngham, Annette Evans, and the Northern residence mansions. Work is schedule to begin on Friday, June 30th at 8 AM and service should be restored by the end of the day on Saturday July 1st. Campus announcements will be posted on the IT website and reminders issued to the campus as time draws near to the service interruption.
Goal 2: Communications – University constituencies will have access to information regarding institutional plans, operations and events through technology-enabled communication methods.

Tactical Initiatives:

Wilkes Public Website Redesign - This project satisfies the need to re-design Wilkes public website around its new branding initiative. It will improve the Wilkes Public Website functionality, ADA compliance, and allow for access by a greater range of display devices (PDA, cell phone, etc.). The re-design will minimize redundancy in data maintenance and website operations, allowing staff to perform other assignments and to create further enhancements and integration with other systems.

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A checklist of outstanding items for phase 2 was compiled and work on these tasks has begun.

Video Streaming of Campus Events – Enhanced communications with alumni, students, faculty, staff, and visitors strengthens the bonds of the Wilkes community by providing online video access to key events in real time and after the event from an archive library.

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The Spring commencement was streamed via the Web using Microsoft’s media server technology. This technology is more scalable and economical than the software used previously.

Directory/Email/File Services - Implement a common email, file, and calendaring system for faculty and staff to improve collaboration, communications, and efficiency.

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Pharmacy file shares and websites have been moved to the new servers. Project closeout documentation is under development.

Online Alumni Community - The purpose of this project is to reconnect with Wilkes University alumni by creating an online environment to attract and engage the alumni community, improve the community experience through dynamic and personalized content, and provide an administrative environment that is powerful but easy for Wilkes staff and volunteers to use.

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Testing of the Alumni Community site is complete and the site is ready to for go-live. Communications materials have been prepared and will be sent as soon as setup for Internet credit card processing is complete.
**VoIP implementation** – Voice over Internet Protocol (VoIP) is a method for taking analog audio signals—like the kind a person hears when talking on the phone—and turning them into digital data that can be transmitted over the Internet. Implementing VoIP will allow Wilkes to phase out its aging telephone switch, reduce telephone costs, and increase flexibility.

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The first phase of this project is to implement VoIP in the UCOM facility. Work has begun to install and configure the hardware in the UCOM data center. The UCOM building committee will test out various model phones to determine useful and functional features.

**Luminis Portal Implementation (Phase 1)** – A portal will provide users with quick access to the tools, computer applications, and data they need in their daily lives at the University. With a portal, users will not have to undertake multiple searches and supply different logons and passwords to receive the information and services they need. Information and tools customized for each user will be delivered through a collection of information channels that are accessible immediately upon logon. For example, students will view a portal channel that provides accurate information about the courses in which they are registered, another that automatically updates their personal calendar about registration deadlines, their financial aid, final exam schedules, and others that will reflect the current status of library sign-outs or books put on reserve for them.

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Planning of this project had been postponed until July. Portal implementation will be handled in a phased approach with the first phase focusing on serving students. Hardware installation is currently planned to occur in July with full project kick-off to occur in July or August.

**Student Email Upgrade** – Bring students into the email, and calendaring system used by faculty and staff to improve collaboration, communications, and efficiency.

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Project plan was submitted for review. A meeting to review the features and functionality of the new email system was conducted with representatives of the Student Government. The feedback received was very positive. Students are currently testing the system.
Goal 3: Information Access and Use – Faculty and staff will have access to relevant institutional information and will possess the knowledge and skills to use the information effectively.

Tactical Initiatives:

Banner Re-Implementation – This phase of the Digital Wilkes project will center on re-implementation of the five Banner modules: Alumni/Advancement, Finance, Financial Aid, Human Resources and Payroll, and Students to ensure the efficient use of the Banner application. Efforts will be focused on improving the utilization of the existing system, related business processes, and office procedures. The existing Banner application must be fully operational and support efficient business processes that integrate functional departments across the university in order to provide excellent service and timely information to students, faculty, and staff.

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A new Chart of Accounts was installed in the Finance system on May 19th. Additional set up was completed during the following week and the new chart of accounts successfully went live on June 1st. Admissions and General Student implementation continues to be on track.

Banner 7.x Upgrade – The project is required to stay current in the software licensing and support of the SCT Banner system. SunGard SCT will no longer support the current version of Banner (version 6.x), effective January 1, 2007. Banner 7.x comes with multiple enhancements, including the new user interface, as well as fine-grained security access, which will allow greater security controls. This project also includes an upgrade of hardware that will provide improved response time and availability; it will also eliminate the issues associated with sharing a disk array between the production and test systems that have recently resulted in systems outages.

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Functional testing has begun in all areas (test plans were disseminated.) Testing should be completed by June 27th.
**Cognos Implementation** – This component of the Digital Wilkes project is the first step in establishing a reporting environment that provides easy access to enterprise data and information where faculty, staff, and students will be able to access and use information effectively.

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Work on this project was placed temporary on hold.

**Room & Events Scheduling Implementation** – This element of the Digital Wilkes project will establish a campus-wide room-and-event scheduling and management environment that provides easy access to room-and-event data. Faculty, staff, and students will be able to view classroom-and-event data, make and secure requests, and monitor and respond to event-related service requests.

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The project plan has been submitted for review and approval.

**Goal 4: Educational Technology** – Students will have access to a learning environment that provides technologically enhanced programs, responds to varying learning styles, and supports multiple delivery methods.

**Tactical Initiatives:**

**Updates on Ongoing Academic and Instructional Activities:**

**Academic Advising Portfolio (AAP) Revisions - University** College is exploring ways to leverage portfolios. To date, only a few revisions have been made. The portfolio has been installed for the spring term but will be revised before fall. The next step with the portfolio is to figure out a way to automate the enrollment process—so that students and faculty can be automatically placed. Blake Mackesy is working to set up a date to discuss this with IT and the Registrar in May or June. Additionally, the portfolio may need to be re-designed to allow for easier editing by faculty and staff.

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<tr>
<td>Blake Mackesy</td>
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**Creative Writing Program** - The Creative Writing has been completed but is undergoing some content revisions this June and July. Revised courses will be stored as master files in July. The Web log (Blog) component has been developed and added to the curriculum.

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<td>Writing Fiction</td>
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<td>ENG 503</td>
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<tr>
<td>ENG 525R</td>
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**Creative Writing Blog** - A training deliverable is in development and coordinator training will commence in late June along with creative writing faculty and staff training during the residency (June 16-24).

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<td>Creative Writing Community (Blog)</td>
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**Graduate Teacher Education: MS in School Business Leadership (PASBO)** - Program will launch officially in Fall 2006. Training for additional course developers (3) was delivered in May. Two courses have been revised (SBL 501 and 502). Four courses will be offered in the short-term semester in July. The curriculum development should be completed in March 2007. Additional trainings will be held in June, August and October.

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<td>SBL 503</td>
<td>Financial Operations of School Districts</td>
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<td>SBL 506</td>
<td>Materials Management in Schools</td>
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<td>SBL 510</td>
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<tr>
<td>SBL 507</td>
<td>Information Technology in Education in Education</td>
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Graduate Teacher Education: MS in Classroom Technology - The Graduate Teacher Education program will be offering its MS in Classroom Technology fully online in Fall 2006. Development and re-design planning has begun. A total of 9 faculty attended course development workshops held on May 17 and 31. Additional training is scheduled for August. Timelines are being revised.

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<td>ED 598</td>
<td>The Internet as Research Tool</td>
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Graduate Teacher Education: Stand-Alone Courses - This stand-alone online course on teaching elementary geometry will be offered as an elective in the GTE online programs. The SMEs have not met content development deadlines. The program director has been informed and has since identified new developers; however, the trajectory of the course remains unclear. It is scheduled to be taught in July (in the summer short-term), but is, to date, underwritten.

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<tr>
<td>ED XXX</td>
<td>IMAGES Geometry</td>
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Pharmacy: Longitudinal Care Revisions - Multiple sections of Longitudinal Care II are being offered in hybrid formats this term. Faculty are in the process of reassessing the curriculum for Longitudinal Care I and II for redesign over the summer. A new timeline has been developed.

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<tr>
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<th>Course Title</th>
<th>% Complete</th>
</tr>
</thead>
<tbody>
<tr>
<td>PHA 503</td>
<td>Longitudinal Care I</td>
<td>10%</td>
</tr>
<tr>
<td>PHA 504</td>
<td>Longitudinal Care II (Redesign)</td>
<td>10%</td>
</tr>
</tbody>
</table>
**Pharmacy: Pharmacy Residency Revision** - Worked with Pharmacy Department to set up a means of managing and educating pharmacy residents. While the project launch was going to be this summer, Wilkes professors are already using it with a current resident. The interface idea for healthcare residencies is the subject of a presentation that Drs. Wright and Hines will give at IMPACT 2006 (a WebCT conference) and later that Dr. Writing will deliver at Eastern States (a conference on Pharmacy Residencies). The residency will be revised prior to the presentation and for the summer residence as originally planned.

<table>
<thead>
<tr>
<th>Course Number</th>
<th>Course Title</th>
<th>% Complete</th>
</tr>
</thead>
<tbody>
<tr>
<td>PHA 000</td>
<td>Pharmacy Residency: Primary Care</td>
<td>50%</td>
</tr>
</tbody>
</table>

**Spanish For Pharmacists** - Multimedia for Spanish for Pharmacists course is near completion. Three dialogues have being developed and installed in a Flash interface for pharmacists learning Spanish.

<table>
<thead>
<tr>
<th>Project Sponsor</th>
<th>% Complete</th>
<th>Start Date</th>
<th>Target Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jenny Blanchard</td>
<td>40%</td>
<td>2/20/06</td>
<td>June 5, 2006</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Project</th>
<th>Description</th>
<th>% Complete</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interface Design</td>
<td>Establish Design of Interface</td>
<td>100%</td>
</tr>
<tr>
<td>Pharmacy Dialogues</td>
<td>Draft 3 dialogues: pharmacist-client</td>
<td>100%</td>
</tr>
<tr>
<td>Translations</td>
<td>Translation dialogues into Spanish</td>
<td>100%</td>
</tr>
<tr>
<td>Audio Development</td>
<td>Record dialogues in Spanish</td>
<td>100%</td>
</tr>
<tr>
<td>Interface Compiled</td>
<td>Assemble media and program for delivery via interface</td>
<td>90%</td>
</tr>
</tbody>
</table>

**Spanish for Professionals Certificate Program and Undergraduate Minor** - The Language Institute is pursuing the development of a 15-credit certificate for professionals who wish to improve their Spanish. An additional course will be developed (for 18 credits) so that undergraduate students at Wilkes may obtain a minor in Spanish fully online. The initial course is tentatively planned for development in the summer. Due to problems with funding sources, this project has been put “on hold.”

<table>
<thead>
<tr>
<th>Project Sponsor</th>
<th>% Complete</th>
<th>Start Date</th>
<th>Target Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jenny Blanchard</td>
<td>5%</td>
<td>4/30/06</td>
<td>TBA</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Course Number</th>
<th>Course Title</th>
<th>% Complete</th>
</tr>
</thead>
<tbody>
<tr>
<td>SPA 203</td>
<td>Intermediate Spanish I</td>
<td>0%</td>
</tr>
<tr>
<td>SPA 204</td>
<td>Intermediate Spanish II</td>
<td>0%</td>
</tr>
<tr>
<td>SPA 206</td>
<td>Advanced Grammar/Composition</td>
<td>0%</td>
</tr>
<tr>
<td>SPA 210</td>
<td>Spanish for Business</td>
<td>0%</td>
</tr>
<tr>
<td>SPA 211</td>
<td>Spanish for Health and Social Sciences</td>
<td>0%</td>
</tr>
<tr>
<td>SPA 212</td>
<td>Non-Literary Translation</td>
<td>0%</td>
</tr>
</tbody>
</table>

**Updates on Ongoing Academic Technology Research and Planning:**

**Course Development Policy** - Intellectual property policy for e-learning and joint-development and work-for-hire course-development contracts were the topic of an April 6 faculty meeting, so it’s clear that the policies are being reviewed. However, it is not clear at this time if the policies or contracts have been (or will be) implemented.

**Department of Nursing and Online Programs** - Met with the Nursing Chair, Mary Ann Merrigan, developed and delivered curriculum plans and online course development outlines for the MS in Nursing as well as a proposed DNP (Doctorate of Nursing Practice). More development should ensue in June with meetings to refine the proposed curricula, plan for training, and delivery timeline.
iTunesU and Podcasting - The contracts for a Wilkes-iTunesU association have been received, signed, and returned to Apple Computers. Instructions for establishing the iTunes sight have been received and a timeline for implementation is being developed. A summer project to leverage podcasting in teaching and learning has been developed and approved. Applications for attending "Revisiting and Revising the Lecture for Multiple Venues" were submitted by four faculty in late April and have been reviewed by committee. Selected participants will be announced on June 12, and the 16-hour workshop will be held June 17-25. Selected participants will receive an MP3 player/recorder, a lapel microphone, an audio input/output headset, and sound-editing software.

Strategic Planning - Observation and opportunities for developing on-line program capabilities at Wilkes were submitted for discussion and review.

Goal 5: Technology Support – Clients of Information Technology Services will express a high level of satisfaction with IT support services.

Tactical Initiatives:

Quality of Service: Each month we track survey data to better understand campus needs as it relates to work order/service needs. During the month of May, IT Services received an overall satisfaction rating of excellent in the quality of service surveys received. The overall satisfaction rate was 93%. Of the 156 surveys received, there were 11 (7%) which indicated customer dissatisfaction with the level of services provided. Written survey feedback contained 42 positive comments about service received while 6 contained negative comments. The feedback was reviewed and analyzed to determine how services may be improved. Additional information may be found in May's Quality of Service Report.

<table>
<thead>
<tr>
<th>Summary</th>
<th>Surveys Sent</th>
<th>Responses</th>
<th>Response Rate</th>
<th>Response Timeliness</th>
<th>Skillset</th>
<th>Resolution Timeliness</th>
<th>Communication</th>
<th>Overall Satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/06</td>
<td>2,767</td>
<td>357</td>
<td>13%</td>
<td>7.81</td>
<td>8.12</td>
<td>7.83</td>
<td>7.90</td>
<td>7.89</td>
</tr>
<tr>
<td>2/06</td>
<td>1,559</td>
<td>210</td>
<td>13%</td>
<td>8.00</td>
<td>8.22</td>
<td>7.99</td>
<td>8.00</td>
<td>7.96</td>
</tr>
<tr>
<td>3/06</td>
<td>1,148</td>
<td>198</td>
<td>17%</td>
<td>8.27</td>
<td>8.21</td>
<td>8.17</td>
<td>8.16</td>
<td>8.14</td>
</tr>
<tr>
<td>4/06</td>
<td>824</td>
<td>130</td>
<td>16%</td>
<td>8.12</td>
<td>8.43</td>
<td>8.19</td>
<td>8.15</td>
<td>8.25</td>
</tr>
<tr>
<td>5/06</td>
<td>1,208</td>
<td>156</td>
<td>13%</td>
<td>8.06</td>
<td>8.30</td>
<td>8.03</td>
<td>8.17</td>
<td>8.17</td>
</tr>
<tr>
<td>6/06</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7/06</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8/06</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9/06</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10/06</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11/06</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12/06</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2006 Totals</td>
<td>7,506</td>
<td>1,054</td>
<td>14%</td>
<td>8.01</td>
<td>8.22</td>
<td>8.00</td>
<td>8.04</td>
<td>8.04</td>
</tr>
</tbody>
</table>

Response Legend

<table>
<thead>
<tr>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>7.00-9.00</td>
<td>5.00-6.99</td>
<td>3.00-4.99</td>
<td>1.00-2.99</td>
</tr>
</tbody>
</table>
### Central Help Desk Call Statistics

<table>
<thead>
<tr>
<th>Period</th>
<th>Total Calls to CHD</th>
<th>Total Calls Answered by CHD</th>
<th>% Abandoned</th>
<th>Average Speed to Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/06</td>
<td>3,128</td>
<td>2,690</td>
<td>14.00%</td>
<td>39 Sec</td>
</tr>
<tr>
<td>2/06</td>
<td>1,376</td>
<td>1,271</td>
<td>7.63%</td>
<td>25 Sec</td>
</tr>
<tr>
<td>3/06</td>
<td>980</td>
<td>906</td>
<td>7.55%</td>
<td>21 Sec</td>
</tr>
<tr>
<td>4/06</td>
<td>716</td>
<td>673</td>
<td>6.01%</td>
<td>18 Sec</td>
</tr>
<tr>
<td>5/06</td>
<td>1,231</td>
<td>1,071</td>
<td>13.00%</td>
<td>33 Sec</td>
</tr>
<tr>
<td>6/06</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2006 Totals</td>
<td>7,431</td>
<td>6,611</td>
<td>11.09%</td>
<td>31 Sec</td>
</tr>
</tbody>
</table>

### System Availability:

<table>
<thead>
<tr>
<th>Service</th>
<th>Definition</th>
<th>Metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>Banner-Production</td>
<td>Banner Administrative System - Production</td>
<td>98.75*</td>
</tr>
<tr>
<td>Banner-Development</td>
<td>Banner Administrative System - Test</td>
<td>99.27</td>
</tr>
<tr>
<td>Banner-Web</td>
<td>Student Web interface to Banner</td>
<td>100.00*</td>
</tr>
<tr>
<td>Email Access</td>
<td>Email services for all Faculty, Staff, and Students</td>
<td>100.00</td>
</tr>
<tr>
<td>EMAS</td>
<td>Admissions Server</td>
<td>100.00</td>
</tr>
<tr>
<td>Exchange-Mail01</td>
<td>Exchange Email server #1</td>
<td>99.99</td>
</tr>
<tr>
<td>Exchange-Mail02</td>
<td>Exchange Email server #2</td>
<td>99.98</td>
</tr>
<tr>
<td>File Share Server-Admin</td>
<td>Networked file sharing for Faculty and Staff</td>
<td>100.00</td>
</tr>
<tr>
<td>Files Server – Win-FS1</td>
<td>New Windows based File Server #1</td>
<td>100.00</td>
</tr>
<tr>
<td>File Server – Win-FS2</td>
<td>Networked file sharing for Students</td>
<td>100.00</td>
</tr>
<tr>
<td>Internet Access</td>
<td>Campus-wide Internet conductivity</td>
<td>99.99</td>
</tr>
<tr>
<td>NS1</td>
<td>LDAP – DNS server</td>
<td>99.99</td>
</tr>
<tr>
<td>Pharmacy</td>
<td>Pharmacy File Server</td>
<td>99.85</td>
</tr>
<tr>
<td>Postini –AntiSpam</td>
<td>Email virus and Spam blocking</td>
<td>99.99</td>
</tr>
<tr>
<td>Sign Controller</td>
<td>LED Sign in front of Darte</td>
<td>100.00</td>
</tr>
<tr>
<td>VPN</td>
<td>VPN Concentrator for Remote Connections</td>
<td>100.00</td>
</tr>
<tr>
<td>VTLS</td>
<td>Library Search Server</td>
<td>100.00</td>
</tr>
<tr>
<td>Webmail Access</td>
<td>Web based Email access for all Faculty, Staff, and Students</td>
<td>99.98</td>
</tr>
<tr>
<td>WebCT</td>
<td>Online Education</td>
<td>99.98</td>
</tr>
<tr>
<td>Wilkes Website</td>
<td>Web services</td>
<td>99.99</td>
</tr>
<tr>
<td>Wilkes Website</td>
<td>Site Builder</td>
<td>100.00</td>
</tr>
</tbody>
</table>

**Legend**

- **99% or >** Excellent
- **98-99%** Caution
- **<98%** Warning
**Banner Production** – A critical hardware error with the disk array on the production Banner server made the database unavailable starting on Friday April 29 around 9:30 p.m. The hardware was replaced and the data restored making the system fully available at the start of business on May 1st. The outage listed is the remainder from midnight to 10am on 5/1/06.

**Banner Web** – Even though the hardware was available 100% of the time, there was no access to the data as the production database was offline.

**Goal 6:** Faculty and Staff Development – Information Technology professional development, knowledge sharing and collaboration will be valued, encouraged and supported.

**Tactical Initiatives:**

**e-Learning Workshops** - During the summer months, the training focus has served program development primarily (see narratives on programs in Goal 4). The following workshops were delivered in May (other workshops were offered but unattended):

<table>
<thead>
<tr>
<th>Date</th>
<th>Workshop Title</th>
<th>Attendance</th>
</tr>
</thead>
<tbody>
<tr>
<td>5/6</td>
<td>WebCT Training for GTE Adjuncts</td>
<td>14</td>
</tr>
</tbody>
</table>

Several one-on-one sessions were delivered this month, as well.

**Goal 7:** Planning – The University will have a planned approach to the implementation, maintenance and support of information technologies.

**Tactical Initiatives:**

**Information Technology Advisory Committee (ITAC)** – ITAC did not meet in May.

**Administrative Process Committee (APC)** - APC conducted one meeting in May.

**Instructional Technology Committee (ITC)** - ITC did not meet in May.

**Disaster Recovery Planning** – This project will develop a disaster-recovery plan designed to provide an immediate response and subsequent recovery from any unplanned computing/telecommunication service interruption, such as a hardware/software failure, virus/worms, loss of utility services, or catastrophic events, such as a flood, tornado, or earthquake. This effort will document the strategies, resources, and procedures that IT Services will use to respond to any short- or long-term interruption to its essential business functions and services.

<table>
<thead>
<tr>
<th>Sponsor</th>
<th>% Complete</th>
<th>Start Date</th>
<th>Target Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scott Byers</td>
<td>100%</td>
<td>June 1, 2005</td>
<td>December 31, 2005</td>
</tr>
</tbody>
</table>

This project has been completed and project closeout documents submitted to sponsor.