

# OIT ACCOMPLISHMENTS REPORT

## EXECUTIVE SUMMARY



### Overview

OIT is committed to continuously improving and managing itself objectively, with client data, to support the mission of the university, advise our strategic plan, and empower our employees to accomplish tactical tasks and strategic efforts to support our world-class university. We manage OIT through Business Performance Excellence, as purveyed by the Office of Performance Improvement. A review of OIT accomplishments for 2013 and previous years may be found at <http://www.colorado.edu/oit/about-oit/accomplishment-reports>. What follows are highlights from the 2013 report.

### Current Initiatives in Teaching and Learning with Technology

<http://www.colorado.edu/oit/academic-technology>

OIT has launched many initiatives to improve IT in support of the instructional mission of the campus and the Chancellor's Cabinet's goals. Highlights include:

#### Restructured ATC Design Team

The restructuring of the Academic Technology Consultants, under the leadership of Marin Stanek, aligns them more closely with the teaching and learning mission of the University by enabling them to respond quickly, and in an agile way, to the strategic teaching and learning needs of the campus.

#### Launched and expanded Google Apps for Education, positioning gmail as the new standard

With 25 GB of space for students, more than 120 times the space that was available to students on CULink, gmail setting a new standard. (Faculty/staff, already using Exchange, will migrate to Office 365 during 2014.)

#### Strengthened our Online Learning Environment Service, D2L, based on Risk Analysis and developed strategy for improvements

Worked with D2L to implement better change management and communication processes; moved away from mid-academic year upgrades; formalized verification of changes required by D2L; and commissioned a team to address issues related to the ease-of-use and reliability of D2L.

#### Developed classroom/lecture technology and updated iClicker technology

Lecture capture automatically captures, stores and indexes classroom-related audio and video lectures. There are more than 100,000 views and 650 presentations indexed since we launched the service.

### Current Initiatives in Research Computing

<https://www.rc.colorado.edu>

A well-designed comprehensive research computing environment is a competitive advantage. In the past four years, CU-Boulder has significantly developed its research computing capacity. Highlights include:

#### Availability of campus-wide research computing support

Over 366 research projects and over 1486 users are on the Janus Supercomputer, totaling 742,814 compute jobs, research computing is an integral service. Other compute engines are also available and in use. The RC team, led by Thomas Hauser, provides expert consulting and support.

#### Launched data services ([data.colorado.edu](http://data.colorado.edu)) in collaboration with the CU-Boulder Libraries and created integrated data storage and sharing service by integrating:

- **Science DMZ (NSF grant of \$500k):** The DMZ model provides a dedicated, high-speed and secure infrastructure that operates outside the border firewalls that enables research traffic to be treated differently than general enterprise traffic, allowing high-volume data transfers among research-intensive institutions.
- **PetaLibrary (NSF grant \$1M):** The PetaLibrary provides a variety of services to campus researchers including high-performance short-term storage, long-term archive storage, and the ability to share data with collaborators at CU-Boulder and across the country.

## Current Initiatives in Innovative Campus Technology

<http://www.colorado.edu/oit/about-oit/project-management-office/oit-project-portfolio>

OIT meets the critical technology needs of faculty, students and staff through efficiency and proactive strategic IT leadership.

### **More Robust Wireless Service:**

The wireless network has over 85,000 registered devices and an average of 24,000 simultaneously connections daily.

### **Implemented multiple network and Data Center upgrades**

Upgraded the network's core bandwidth to 40 gigabytes

### **Performance tested MyCUInfo to Ensure High Availability in Advance of the New Semester**

As a result of the testing, in partnership with UIS, the campus did not experience any performance issues with the start of the fall semester.

## Current Initiatives in Alliances, Partnerships and Studies

OIT partners with departments, schools, colleges, and the other campuses in order to explore new technologies and territories to advance the mission.

### **Supported the Provost's pilot for MOOCs (Massively Open Online Courses)**

Provided design, video and assessment support for the four courses launched in Coursera during the fall semester.

### **D2L "course site" for the Chancellor's Advisory Council**

Provided support for the Advisory Council to use D2L to securely share documents, manage meetings and communicate about topics.

### **Collaborated with University Libraries to Support Digital Humanities Symposium**

Collaborated with the Libraries on a day-long exploration of Digital Humanities activities and needs on campus.

## Future Initiatives for 2014

In order for OIT to provide the CU-Boulder campus with innovative, customer-focused IT support and core IT services, projects are continually researched, planned, and implemented. In 2014, plans include:

### **ATCs as new design hub for transforming teaching through technology**

The Academic Technology Design Team consists of information, instruction, visual, and media designers who work quickly and flexibly on academic technology initiatives that are aligned with campus strategic goals. The team is currently helping assess a MOOC pilot, redesigning the BCOR curricula, and increasing the technology literacy of first-year Law students.

### **Open the Space Science Center (SPSC) Data Center**

Construction is in progress and on target to open the SPSC Data Hall 2 in the summer of 2014.

### **Implement Next-Gen Voice**

The new service will utilize modern Voice over Internet protocol (VoIP) technology, and take advantage of recent network improvements. "Voice," "data," and eventually "video" will converge on one network.

### **Upgrade Exchange Email, Calendaring and Apps to Cloud-based Microsoft Office 365**

All faculty and staff email and calendaring will be migrated from the on-premise Exchange 2007 system to Office 365.

### **Implement Server and Desktop Virtual Infrastructure (VDI), Including Lab**

VDI will provide new capabilities in the areas of virtual server hosting, desktop management and software delivery.

### **Implement New VPN**

The new Cisco VPN service will replace the campus' multiple, outdated systems and provide broader support for mobile devices, including emerging platforms.

### **Expand Research Computing (RC) Condo Computing Service**

Researchers may buy into a shared high-performance computing infrastructure that is housed in an OIT data center.

## Summary / Take Aways

We are here and always listening. We listen in many ways, such as a reactive and proactive survey, feedback via "my issue is not resolved" or OIT Feedback on [www.colorado.edu/oit](http://www.colorado.edu/oit), in person, email, phone. Talk to us!