



CAMDEN COMPUTING SERVICES

ANNUAL REPORT

FY 2004/2005

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CAMDEN COMPUTING SERVICES

Camden Computing Services provides campus leadership and quality services in Information Technology to support data networking services, campus central computing platforms, and instructional computing resources in support of Rutgers' threefold mission of instruction, research, and public service. The staff maintains a centralized data center that provides general-purpose academic computing systems and software support on the Camden campus as well as operating and maintaining student computing labs. We serve as the first point of contact on the Camden campus for most computing issues that may require action by the other divisions of Computing Services (Administrative, Telecommunication and New Brunswick divisions).

This report summarizes the highlights of the Camden Computing Services for fiscal year 2005. The Appendices contain detailed information that was collected and summarized for this report.

Highlights

University Organizational Changes for IT - Rutgers University Computing Services (RUCS) was included in the university-wide reorganization of the Information Technology area resulting in the emergence of a new organization called the Office of Information Technology (OIT) as part of the Office of Administrative Affairs. Under the leadership of the Vice President of Information Technology, Michael McKay, OIT works closely with faculty, senior administrators, the university's key stakeholders and users of computer technology in developing policies, standards, processes, and procedures. Reporting directly to the VP of Information Technology are four University Directors who have autonomy to make decisions, be responsive, and be effective in pursuit of their leadership responsibilities. It is expected that the new structure will result in more effective leadership and more responsiveness to our constituencies.

Bernice Ginder, University Directory and Deputy CIO, is now responsible for administration, fiscal accounting, and strategic planning. Bernice and the staff reporting to her are expected to support the other University Directors.

Chuck Hedrick, University Director for Instructional and Research Technology (OIRT) and CTO, will focus on developing the new OIRT organization by investigating new and extended instructional/research services across all three campuses. The CTO responsibilities will be primarily focused outwardly and will be involved in the strategic planning process.

Michael Mundrane, University Director for Enterprise System and Services, now heads the groups previously identified as ACS-Application Development, ACS-Operational Services, Telecommunications (TD), and Information Protection and Security (IPS). By placing these university-wide functions under a single leader, we expect more coordinated efforts to provide wide-reaching support to the many projects that impact all campuses and students.

Joe Sanders, University Director for Campus Computing Services, will lead the campus divisions who have the responsibilities to provide direct support to each of the three major campuses at the university. The anticipation is that there will be more coordinated inter-campus efforts and a stronger outreach to each campus by their respective directors.

Camden Smart Classroom Support – This service was expanded to include night and weekend support to the School of Business in the fall 2004 semester. There are now 47 classrooms that have various room capabilities. The Gordon Theater was outfitted with special smart projectors and equipment due to its size to provide equivalent capability as the other smart classrooms on the campus. Prior to the start of each semester all components in all smart classrooms are checked for problems and corrected for the first day of classes. Additionally, authentication (logging in with a NetID/password) is now required in all smart classrooms and open data jacks on the Camden campus to limit potential threats of security violations by outsiders. We will now be able to identify all users of these data connections in the classrooms.

Expanded Wireless access in Camden – Wireless access on the campus was expanded to now include the lobbies of Armitage Hall and the Business & Science building, the octagon room, and additional areas in the outside

quad of the campus. Faculty, students and staff may now sit down with their wireless laptops and read email, surf the web and even sign up for classes at their leisure. For students in Housing with ethernet jacks on their laptops, they may plug in their ethernet wire for high-speed access in either of their two labs.

Security measures enhanced and spam protection – Three of the campus computing labs (BSB 108-110, 132, and the Campus Center) were placed behind firewalls (and, put into what's known as private address space) to help protect the computers and student access to services and the Internet. This action should help reduce attacks while students are completing their tasks in the labs. Throughout the past year, Computing Services staff worked closely with campus departments and their IT staff with installing and configuring local departmental firewalls. The School of Business, Enrollment Management, Financial Services, and Fine Arts labs were the primary benefactors of these improvements. These installations provide additional security to all systems placed behind the firewalls. The spam filtering on the main mail systems was again enhanced to decrease the amount of spam that makes it into everyone's Inbox.

PBX (Private Branch Exchange) installed – Staff continued to work closely to resolve and further refine the new, campus-wide telephone system that was activated on April 30, 2004. Staff worked closely with both Facilities in Camden and the Administrative Computing Services group of OIT in NB to identify the new assignments of telephone extensions for the campus and then schedule an update of the Rutgers Online Directory (ROD) to populate these new numbers throughout. As a result, when you look up any faculty or staff member from Camden in the ROD (through Find: People), you should find their current telephone number properly listed. This should further encourage use of the online directory.

Move to Recycled Paper in Labs – In order to align with the plans of Rutgers to be more environmentally friendly and to meet the planned goals, the decision was made to move completely to recycled paper in the computer labs. Although the remainder of the "virgin" paper needed to be distributed out into the labs during the spring semester, the change in orders to the recycled paper began with the January order. By the end of the year, recycled printer paper became the standard in all computing labs.

EdSeries – A variety of courses were again offered this year spanning the most popular applications supported: MS Excel, MS Powerpoint, Creating Web Pages, Using the Scantron Scanmark, MS Word features, and Security of Windows Systems. Attendance at the 11 courses offered this year ranged from two to fifteen. Additionally, various faculty were supported by staff presenting "how to" sessions to their students upon request.

Mail Conversion – Prior to the start of the fall 2004 term, the final step of the conversion of the mail protocol from an older and unsupported technology to the latest technology was successfully completed for all faculty and staff mail accounts. We worked closely with the IT staff across the campus to ensure timely contact and corrective action for any faculty or staff member who may have encountered problems during this step. We were all very pleased with the minimal number of negatively impacted campus members. This new protocol allowed us to enhance and improve a variety of mail services throughout the year.

RUNet 2000 Transition – The four (4) buildings that were re-wired for the PBX installation and also received new data wiring were moved off the Legacy network and onto RUNet 2000 (327/329 Cooper Street, Gym, 406 Penn Street, and ASB). All of the buildings were on new electronics for RUNet 2000 but still running on old wiring. 405/407 Cooper was attached to RUNet in the fall after the interior wiring was completed, outside fiber/wire was connected, and the interior voice lines were terminated in the rooms. Following that, 411 Cooper Street was fully transitioned from the old, legacy technology network to the new RUNet standards of higher speed from desktop to the campus backbone. Planning was successful and LEAP High School was moved live onto the network in the spring. One last note is that now with ASB converted to RUNet 2000, the legacy router was finally removed.

Hosted OIRT Spring Seminars - In cooperation with OIRT and IDT (Instructional Design & Technology in Camden), we had arranged to host the OIRT coordinated seminars for the spring semester videoconferenced to Camden. In total, five sessions were successfully held. Participation by faculty and staff has been improving.

Color Printing Introduced – As part of the expansion of services to the students on the campus, it was determined that color printing was desired on the campus. The solution developed led to the installation of three color printers placed in the Campus Center, Law School and Business & Science building to provide a "fee for use"

service. Although the service was advertised in REACT, on bulletin boards in the labs and in the Gleaner, usage of the service was low for the year. In order to attract more customers, the cost per page of color output was reduced from \$.50 to \$.25 starting in the fall 2005 term. In order to eliminate handling cash, payment for the color printing is tied to the RUConnection card.

Staff Reassigned Duties to align with campus needs – With the recent addition of IT staff (called Unit Computing Specialists, or UCS, within OIT) to the Enrollment Management Office and the Student Affairs Office, it was apparent that only a few departments on the campus would be without official first level support locally (some have support from a New Brunswick based group). Over the years, Computing Services, CIT, SBC and Law IT staff provided unofficial support to many locations. As a result, we reached out to those departments and offered to be their first contact for their desktop problems and we are now working closely with them to maintain their desktop environment. Those departments/areas are School of Social Work, Provost building, Alumni, Police, Purchasing and Facilities, as well as, acting as back up support to Admissions. Our first activity was to make sure systems were secured and properly set up for automated updates of patches in the future. Service to these departments went well throughout the year.

Public lab upgrades/improvements – The 3-year public computing lab replacement cycle to keep systems current was continued this year with BSB 108-110, BSB 132, Apartment Housing, and 1/3rd of the Sun Workstations in BSB 133 upgraded with new Dell PCs, Sun Workstations, Macintoshes, and lab servers. With the reduction in the class sizes for unix lab classes it was determined to replace Sun systems in BSB 132 with Dell PCs. This change provided additional systems for the most popular computers used by students on the campus. Additionally, funds were allocated to create a lab in the Towers Housing unit to provide after hours access to students residing in the building. Following the completion of the construction, power, and data runs, the lab opened for business and was welcomed by the students. Wireless access was made available in both of the labs in Housing.

Printer Replacement in Camden Student Labs - The most popular and dependable printers on the market were evaluated during the summer that resulted in the decision to purchase and make final tests of the HP LaserJet 4300dtn for the Camden public student labs. These printers will replace the currently used HP 4050 and 8150 printers. These new printers and some additional printers placed into the larger labs will provide an increase in capacity of approximately 50%. Although these plans had been in the works as part of the campus replacement policy in the labs, this improvement answers the biggest computer issue raised by the Camden students at the campus retreat in the spring of 2004. Printer installation was completed over the summer and was available for opening day of the fall term. The combination of faster printers plus additional ones in a few key locations resulted in a throughput of printing that reduced lines dramatically during most hours of operation.

myRutgers Portal Encouraged - The myRutgers portal was officially announced to the Camden students early during the fall 2004 term to encourage use since it has been well received in NB for the past year. This personal, customizable, web-based informational portal to Rutgers University with a Camden set of default channels is anticipated to become the standard single access point and sign on. Students can easily access their grades, course offerings, schedules, and web mail access, along with other campus activities such as the Campus Events and Dining services. In the first month following the announcement, the number of students accessing myRutgers almost doubled from 400 students to 800 students. We expect as more relevant channels are added to the portal for Camden and word is spread about its availability, it will become more attractive for students. By the end of the academic year there were over 1,500 students using the portal.

Wireless link to Walt Whitman Center - In cooperation with the University Police, a replacement for the damaged security link between the residence hall and the Walt Whitman Center was investigated, analyzed and successfully installed. This new wireless link now permits not only the original solution to reestablish the security connectivity between buildings, but also permits RUNet traffic to pass between buildings.

Campus Support Services – As part of the overall OIT planning efforts with University Relations (UR), all level 1 and level 2 webpages managed by Computing Services (and the other divisions throughout OIT) were successfully updated to conform with the new UR standards. Toward the end of the year, work began to make sure that OIT is referenced properly in webpages of the 3rd level and lower. It is anticipated that this cooperative effort will provide a more unified approach to the image presented by all OIT divisions to the university community for ease of access of services.

Summary of Major Services

Email and Web Services

Computing Services continued to support the basic infrastructure for electronic mail, web and directory services for the campus. Webmail use continued to increase again this year by all campus members. Camden servers continue to process an increasing number of email messages for the campus (89.6 million this year as compared to 51.1 million email messages last year), a 75% jump. The web server (shad) and the faculty/staff server (crab) support web pages that were accessed almost 59 million times this year as compared to just over 48 million times last year. Web page access on the proxy server continued to grow at over 60% this past year indicating heavier use is made of this service from the campus and saving access to the Internet.

On August 20, 2004, the final step of the conversion of the mail protocol from an older and unsupported technology to the latest technology was successfully completed for all faculty and staff mail accounts. We worked closely with the IT staff across the campus to ensure timely contact and corrective action for any faculty or staff member who may have encountered problems during this step. Late in the year, we moved the Camden mail services from an older Sun server that had become overtaxed with the increase in mail (particularly from spam) to the old student Sun server that has additional speed and power to provide a relief in mail service. Mail was being delayed daily during peak time (10am to 3pm) anywhere from 5 minutes to 1 hour. After this move, the time had returned to a much more norm of under 10 minutes (and, usually under 5 minutes). The operating system, Linux, running on the server that supports the webmail application used by a significant portion of the students was upgraded in the fall to provide continued ongoing service.

The web service software, called apache, that maintains the web pages for most of the campus online service was upgraded in November 2004 to patch outstanding issues and to provide some additional features to the campus. Additionally, a new Windows server to support web content was brought online in the fall to provide the IIS service to the campus. Although the apache service supports 95% of the campus needs, there were still a few specific web page areas that are only available under IIS. Faculty, staff and departments may request storage space on this server to host such web pages.

All level 1 and level 2 webpages of Camden Computing Services were not only updated to conform to the latest University Relations (UR) standards, but references to the new OIT organization were added. Work was begun to make sure that OIT is referenced properly in webpages of the 3rd level and lower. FAQs covering the topics of Mozilla and MS Office software were reviewed and updated for correctness along with adding the new template. Staff worked with the newly hired Camden Personnel officer to establish a presence on the campus with a web page and to work with her on communicating through email her office support areas.

Academic Instructional Computing Support

One of the prime areas of support provided to the Academic programs by Computing Services is the support for the Smart Classroom equipment and software. This past year we not only took on the full time support for the smart classrooms in the Business and Science building, but also managed the conversion of another seven rooms plus the Gordon Theater. This brings to forty-seven (47) the total number of smart classrooms supported. All components of each room are tested for proper functioning prior to the start of each semester and the Help Desk provides the first point of contact for faculty with issues in the classrooms by responding to the classroom upon request. Equipment delivery to classrooms was reduced this year.

Utilization of Computing Services Instructional Lab in the Business & Science Building (room 117) remained steady with most of the reservations still coming from a wide cross section of the various academic departments. The anticipated move of the lab to room 134 BSB has not occurred due to the delay in LEAP High School and the latest campus considerations to utilize the SBC instructional labs for the entire campus.

No special requests for accommodations were received during Academic Year 2004/2005 for students with disabilities. No campus meetings were held during that time regarding special needs. Windows Eyes Software program, which “speaks” to visually impaired customers, was installed on the ADA PC housed in Paul Robeson Library. Anyone seeking information regarding ADA Information from Camden Computing Services may refer to the following web page: <http://computing.camden.rutgers.edu/ada/adasvcs.html>

The popularity of the Scanmark ES2800 scanner remains about the same as previous years during the

2004-2005 Academic Year. Since many faculty/staff already know how to effectively use the equipment, a minimal number of faculty/staff attended the scheduled seminars on the operation of the scanner, as well as the Quick Score and Par Score software. The number of seminars offered by OIT-Camden was greatly reduced for lack of response/participants. In many cases, individual training was provided upon request by faculty and staff.

Help Services and Resources

For the year, a total of 2,233 email messages and 2,478 tickets were answered by the Help Desk staff. Over the year there were 241,988 PC/Mac logins from the public labs to the servers covering 89,033 hours of client system usage. These numbers were the result of managing 9,820 student accounts, 1,332 Alumni accounts, and 1,665 faculty/staff/guest/departmental accounts. There were 426 students with registered systems in the residence halls this year who accessed RUNet and relied on the help services made available.

Staff participated in the Freshmen and Non-traditional student orientations along with Residential move-in to provide information about OIT, our services and getting connected to RUNet. Activities included speaking individually with students about their account, email lists, and web pages for students. Students reported that these presentations and assistants were very helpful. Staff participated on the Orientation Committee meetings to review successes and plan for improvements in upcoming sessions. In support of the Camden EOF program, members of Camden Computing Services lead the training sessions on using IT applications and worked closely with the Librarians on the Information Literacy component. This program helps to give the students a jump start on the tools required to be successful at Rutgers.

Computing Services EdSeries was presented in both the fall and spring semesters as planned. These seminars are open to all faculty, staff and students at no charge. Topics covered this session include: MS Excel, Web page construction, MS Powerpoint, special topics in MS Word, Scanmark test scanner, and smart classrooms. Suggestions for other topics are always welcomed. Attendance was strong at all of the Microsoft seminars indicating a strong need still for additional, regular training of these applications. Many classroom presentations were made upon request from faculty. This year we provided instruction to 253 participants.

The Help Desk held their beginning-of-semester training sessions prior to the start of the fall and spring terms. Student staff members were trained in the primary areas of responsibility for the position: ResNet authorization system, troubleshooting, customer service, telephone etiquette, Help Desk Request Tracker (HDRT) access, smart classroom support, account support, and FAQs. As the first line of contact with faculty and students in the labs and on the telephone, this training is vital to providing good service to all members of the campus.

Students were surveyed during the fall and spring semesters in order to assess their satisfaction with the facilities and services in the public computing labs across the campus. Results of the surveys are utilized to improve services and to make recommendations to others for changes in the IT support provided to students.

There were no requests from the campus for any special needs of students, nor was there any meetings of the campus ADA committee.

Infrastructure

Campus Computing Facilities

Campus Computing Services (staff from all three campuses) continued the practice to coordinate one large purchase order for new computers in the computing labs that resulted in a budget savings. This summer saw the upgrade of approximately one-third of the public lab systems on the campus. New Dell Pentium 4/ 3 Ghz systems were installed in BSB 108-110, BSB 132, and in the Housing apartment lab. Additionally, through fund sharing with other campus departments, equipment was replaced in the Honors facility and a second lab was opened on the 3rd floor of the Towers in Housing. The Macs in BSB 110 were not replaced until the start of the spring term due to the delay of availability of the new iMacs from Apple. Responses from the student retreat in Spring 2004 were instrumental in the replacement of 13 Unix workstations with 13 Dell PCs in BSB 132 to expand the number of Windows systems in the labs. Also, MS Office 2003 became the standard office suite to be offered on the PCs. The scanners in the labs were replaced with HP 5550C scanners. A new gigabit backbone was installed between central servers to increase inter server communications and to offload backup services to improve performance to both "back end" functions and response time to client systems in the labs. The main unix server, named clam, was replaced to take on the new role of not only providing the majority of student unix services to the campus, but also, to provide the High Performance computing service.

All laser printers in the public computing labs were upgraded as well as additional printers placed into the two highest capacity labs (BSB 109 and CC). Although this year was their scheduled time for replacement in the life cycle plan, the requests from students who attended the campus student retreat in the spring provided direct

input that additional printing capacity was needed. The new HP LaserJet 4300 printers bring an increase in speed of printing (over twice as fast as the older units) as well as the added quantity. These additions made printing more readily available for students throughout the year.

Color Printing was introduced for students on the campus in 3 locations - Campus Center, Business & Science building, and Law building. The unique part of this installation/operation is that a charge to the students (and, faculty/staff) was implemented at a cost of \$.50 per page to print in color in order to manage the growth of color printing. The campus did not want this service to grow exponentially like the black & white printing has done. This was a totally new service to the students with the printers funded by the Student Computing Fee. Payment is expected to be made at the time of the printing using the RUConnection card. Usage of this service was minimal during the year. We will advertise more next year to see if the service will grow.

This year saw the addition of seven additional smart classrooms and the Gordon Theater to our inventory of management. Each room required a review of the layout, a design of the location of equipment, a review of the power and data requirements, project management of the vendor and finally classroom coordination for access to implement the change with minimal disruption of students. Not only was time required for the audio/video installation, but, also time for power, data and screen installations. All rooms were successfully implemented and are now in full use by the faculty. Additionally, the allocation of resources and the planning for an RFP (Request for Purchase) was developed at the end of the year to set the stage for upgrades to occur over the upcoming summer.

Duplex (double sided) printing was set as the standard (default) form of print output in one lab of BSB (room 132/133) during the second half of the spring semester to help gauge acceptance by students. The option to print in simplex (single sided) printing was available on each computer system. Although we received some comments, the test time was not long enough. We anticipate a much better response from students next year since we are planning to continue this standard in this one lab.

Security

Security continues to be a high priority to combat the dangers of viruses, worms and Trojan horses. Staff spent a great deal of time keeping up to date with regards to security issues (meetings, mailing lists, and newsgroups). Security patches and fixes are applied on servers and clients as soon as they are released in order to reduce the possibility of a successful hacker attack. Various security checks and audits are conducted throughout the year on the systems. Security software and tools are installed and used to minimize security risks. Staff regularly performs full security audits on all of the major Unix servers under our administration.

All accounts on the faculty/staff (crab) and student (clam) servers were reviewed for active employees, students and guests. Four-week notices were sent indicating their status to be closed and were closed at the end of each semester.

The McAfee antivirus software continues to run on the Sun unix email servers to reduce the threat of virus infected emails successfully reaching our community through the campus servers. Just over 700,000 emails with viruses were rejected this year.

To help protect the computers and lab access to services, three of the campus computing labs (BSB 108-110, 132, and the Campus Center) were each placed behind a firewall. This action was taken to reduce attacks while students are completing tasks in the labs. In cooperation with the University Police in Camden, a replacement for the damaged security link between the residence hall and the Walt Whitman Center was investigated, analyzed and successfully installed. This new wireless link now permits not only the original solution to reestablish the security connectivity between buildings, but also permits RUNet traffic to pass between buildings.

We continued to work on improving spam filtering and virus protection on the campus servers. Upgrades to both applications were installed and new "rules" were added regularly in an attempt to keep up with the latest spam and virus attacks on the Internet. Reports indicating that almost 60% of all mail on the Internet is either spam or junk mail today. This is a constant challenge to not only our software, but also the hardware horsepower to do all of the testing of incoming email.

Campus Support

With the new wiring infrastructure provided by the campus PBX installation, we were now able to move the following buildings over to RUNet standards and onto the high speed campus backbone: 327/329 Cooper, the Gym, 406 Penn, the Administrative Services building, 411 Cooper, and 405/407 Cooper. The campus wireless zones grew over the past year with the addition of the lobbies of Armitage Hall and the Business & Science building, the octagon room, and larger areas in the outside quad of the campus. This provides everyone with the capability to sit down in many locations to work and surf the net with their wireless laptops.

Staff participated in the planning for the laboratory support for the new Masters in Computer Science program that should be approved sometime next year. As is the case with most new or expanded facility, system

administration support is a must to be certain that the servers and clients are functioning at optimal level for the students.

In order to meet the desires for computing support on the campus, NJ Health Institute (NJHI) contracted with Computing Services to obtain support three days per week for their department. The result is that one staff member is now the main responsible party to three diverse departments and their needs – NJHI, Haskin Shellfish, and Computing Services. The benefits to NJHI includes the service provided directly by this staff member and also back up staff support when this person is not available along with guidance and professional development as part of the OIT organization.

Organization – Management and Staffing

Quality Improvement Initiative (Commitment to Excellence)

Staff members are reminded regularly about the commitment to working efficiently and effectively with all of our coworkers and constituents to deliver a quality service to all. The Help Desk process continues to be evaluated and improved, communications are regularly reviewed for accuracy, students are surveyed each semester for their input into our services, and faculty and staff focus groups are held periodically to gather input for improvements and to foster cooperation. OIT brochures were updated and published again this year: The Student Guide to Computing at Rutgers and the Faculty/Staff Guide to Computing Resources at Rutgers.

Staffing – Promotions, New Hires

Two new staff members were added to the staff this year in the fall. Craig Hynes was hired to provide support for multi-platform solutions along with investigating new technologies and their fit in the direction of IT for the campus. With the reassignment of Dennis Moffett into a full time role supporting the Fine Arts department and the new IT request for support from the NJ Health Institute, Matt Kozak was hired to provide services to NJ Health Institute along with continuing support to the Haskin Shellfish station. This auxiliary line allows departments to purchase the amount of support they require on a yearly basis. Thus, at the conclusion of Fiscal Year 2004/2005, Camden had 16 Full time (6 Auxiliary), 2 Type 4 and 27 Type 5 staff. Additionally, there is one TD staff member in Camden. The full-time employees worked in the following areas:

Area	# of Employees
Administration and Clerical	1
Applications Development/ Maintenance	0
Management	2
Network Engineer	0
Network Technician	1
Operations/Production	0
Systems	8
User Services and Support	4

The new Systems position services three different sets of clients, working 20% of the time is for us, 60% for NJHI, and 20% for the Rutgers research station in southern NJ.

One Systems position supports the Fine Arts department as a cooperative arrangement with FAS.

Human Resources Development

Staff members attended a variety of courses, seminars and conferences offered both on campus and off campus to expand their knowledge and further their professional training. Sessions/seminars attended included Performance Appraisal, ACM 2004 SIGUCCS Conference, FISH Philosophy, Trainers Camp, LISA 2004 Conference, and NERCOMP 2005 Conference.

Camden Divisional Goals 2005/2006

1. General University/Campus Support

- Develop and implement plans for Windows (NT/2000/2003/XP), UNIX, Novell (final decommissioning)

- and other operating system improvements
- Provide leadership to campus departments in developing their Information Technology (IT) needs and plans (work with FAS – IT committee and UCSs)
- Provide networking leadership for the campus to improve backbone services, assist in building design, communicate standards and assist in transitional networking plans
- Promote continued collaboration and cooperation with the Library, FAS, SBC and Law School staff in supporting computing components of the technology-based classrooms
- Evaluate the Educational Series and other training for improvements. Coordinate with other departments to expand/contract courses
- Improve security measures for the community through education, firewalls and virus protection software (continue scanning systems; SSL; improve spam filtering)
- Improve email support on the campus – (update documentation; update webmail; continue coordination with the university-wide Email/Calendar service)
- Continued support of Science Vision project and Fine Arts departments through staffing and equipment upgrades
- Maintain network support in the resident buildings
- Continue support for the campus web server
- Provide assistance as needed to implement and have a successful PBX in Camden

2. Instructional Support

- Provide IT leadership to the campus in the development and implementation of plans for public computing facilities on the campus (upgrade 1/3 of public lab equipment; develop new images; upgrade software; coordinate purchases)
- Provide high quality smart classroom support to faculty and staff
- Encourage and assist faculty in developing web-based instructional materials for classroom presentations (seminars; departmental presentations upon request)

3. Research Support

- Encourage and support faculty requiring links for information technology
- Participate in the integration and support for departmental outreach programs including distance learning and off campus instruction
- Provide Auxiliary support to NJHI as contracted

4. Outreach Support

- Gain knowledge of and assist in video distribution for distance learning programs.
- Collaborate with other departments planning for off campus programs.
- Support campus and university programs that extend into the community (provide consultation for building network design)

5. Administrative Support

- Collaborate with administrative departments on campus to improve office workflow and assist in planning for their systems and software upgrades
- Work with ACS to provide training guidance on the Camden campus for new and upgraded services
- Provide basic desktop office support to staff in Alumni, School of Social Work, Facilities, and Purchasing

6. Operational Goals

- Continue improvement of front line service through continued student consultant training, coaching, evaluations and support (training sessions 2 times per year; mentoring)
- Maintain communications to faculty, students and staff through an online newsletter once per semester, E-mail through the campus REACT, student newspaper, online web announcements and other modes as they may be determined effective.
- Continue staff participation on OIT teams to improve services to the university and to foster the OIT values.
- Continue to align services with the campus and institutional needs through participation on Camden committees, such as the FAS Information Sciences committee, and communications with administrative offices, academic departments, and advisory councils.
- Insure staff professional development to enhance their skills appropriately for their job function and growth

- (Full day program taught by UHR; encourage attendance at university lead professional development seminars in Camden and New Brunswick)
- Continue the implementation of the customer satisfaction evaluation plan (survey students each term; focus group meetings with faculty/staff/administration)
 - Continue to work closely and regularly with the campus Information Technology staff (Unit Computing Specialists) to improve the support to all constituents in Camden (regularly scheduled meetings throughout the year)
 - Continue our communication plan to keep the campus informed and educated about computing at Rutgers and OIT (continue to update the our web pages regularly)
 - Implement phase I of the wireless expansion plan for full building coverage in Armitage, Law, Robeson and Campus Center
 - Update the Disaster Recovery, Security, and Evacuation plans
 - Work closely with both the campus and university-wide Offices of Instructional and Research Technology to encourage growth in support for faculty
 - Participate in CyberSecurity Month and plan activities in Camden
 - Continue to promote the myRutgers portal for student access
 - Post Projects online and work within Campus Computing Services for sharing information on projects
 - Renovate labs in Business & Science building – BSB 108-110 and BSB 132-133
 - Upgrade oldest smartclassrooms – Arm. 121, FA 110, SLH
 - Plan, coordinate, and install twelve new smartclassrooms
 - Establish the Digital Processing lab for Computer Science
 - Convert the single large email server to a farm of smaller systems for service improvement and continuity
 - Upgrade the campus web server and proxy server
 - Coordinate data/phone service for 211 5th Street on the campus PBX