

**Clayton State University**  
**Division of Information Technology and Services**  
**Goals 2009-2010**

**Administrative Systems**

- Upgrade Clayton State's database and student information systems to:
  - Banner Version 8,
  - Oracle Database Version 10.2.0.4,
  - Install Oracle plug-in to allow ODBC connections via database links to other databases such as mySQL, and SQL Server,
  - Automate various Banner End-of-Term processes.
- Web development projects for the following departments:
  - Create new Web-based version of Orientation Manager,
  - Redevelop the Center for Instructional Development's Workshop Registration site,
  - Create online applications for admission for all of the various schools and colleges tying into the existing Online Graduate Application site,
  - Completely rewrite Clayton's credit card web payment system, and recertify the new site for PCI compliance, and
  - Implement Content Management System (CMS) for the external campus website.
- Upgrade Clayton State's optical scanning system, Application Extender, to a new machine with Windows 2003 Server and bring scanning functionality to the Bursar's Office and Human Resources.
- Continue to expand the SWAN portal with additional content and functionality for:
  - New Roles, Tabs, and Channels that have been requested,
  - Additional SWAN Single Sign-on links with the CSU Wiki, Wemedy Help Desk Ticketing system, Queue Sign-In, News Blog, and Swan Manager.

**Client Services**

- Client Support Services will implement the LANDesk management suite for remote service and support for CSU laptops and desktops campus-wide, including remote locations in Peachtree City, Clayton East, and Henry County. LANDesk will increase the efficiency of OITS staff by enabling remote support without having to make an office call or a Hub visit. LANDesk will also increase the percentage of first-call resolution by allowing OITS staff to more accurately diagnose a problem, which should also increase customer satisfaction.
- The LANDesk management suite will also enable the Hub to more efficiently install, configure, and maintain operating system and application software on student and faculty laptops and desktop machines. The patch manager will assist with automated vulnerability assessment, remediation, and ongoing patch management for CSU desktops and notebooks. The Microsoft Campus Agreement software packaging and deployment for students will be added to this implementation after the service component is completed.

- Client Support Services will develop new content training for Hub staff—“Spirit 2: Problem with Problems”. Hub analysts will investigate problems, explore concepts for confronting problems and be transferred to a state of mind where problem solving and amusement coexist. The planned program will guide Hub analysts to gain insights into overcoming obstacles, gaining trust and respect for and from their coworkers as well as challenge them to be creative.

### **Media and Printing Services**

- Clayton State purchased a large capacity campus copier, DocuTech, from University end-of-year funds nearly ten years ago. DocuTech has now become too expensive to maintain, and it will be cheaper to replace it with a newer and more efficient system. Media and Printing Services has been investigating new and lightly used machines and will be making replacement recommendations to the Cabinet this year. Given the current economy, the best value for the University appears to be the lease/purchase a nearly new machine, which can be acquired for a significant discount to a new machine.
- Media and Printing Services also needs to replace three aging departmental copiers with newer and more reliable machines.

### **Network & Telecommunications**

- A goal of 99.99% annual uptime with no more than one hour per year of unscheduled unavailability for local CSU systems.
- Provide additional redundancy to the server farms with either virtual machines or physical hardware. The goal is to have approximately 80% of the servers with some sort of fail over capability. The remaining machines would not be suitable for fail over or of minimal importance to not require redundancy. In some cases this will necessitate the relocations of machines.
- Continue the pilot of using VMware for virtual labs to make departmental software available to students and faculty from anywhere on-campus or from home.
- Build a web-based Network Operations and Management Center leveraging the suite of installed network tools (Security Command Console, Network Access Control, and other tools) with the goal of reducing network outages or service interruptions due to preventable and treatable situations.
  - The goal for Network Access Control is 100% coverage for the campus, with 99% of the machines enforced with firewall, anti-virus, and other critical security policies.
  - Cross-training of staff and development of documentation to reduce the reliance upon one single person in any given situation. This could also expand outside of Telecom for other OITS departments to be more aware of how things are connected together.
  - Provide resources so that support staff can perform almost 100% of their job remotely, short of having to physically replace a piece of equipment.