

# 2012

## OFFICE OF INFORMATION TECHNOLOGY

David B. Allen | Associate Director  
SERVING THE SGU COMMUNITY

Under the leadership of Executive Director and Chief Information Officer Anthony Schmidt, JD, the Office of Information Technology provides computing and telecommunications services and support for the University community's academic, administrative, operations, and research activities. Services include:

- Technology Help Desk: Providing assistance to our community of students, faculty, and staff
- System Support: Implementing and maintaining the University's central information systems
- Application Development: Developing internal solutions and integrating vendor solutions
- Network and Data Center: Implementing and supporting the University's technology infrastructure
- Educational Computing: Developing and delivering software and hardware training and support
- Technology Research: Evaluating new technologies and recommending solutions to the University
- Business Intelligence: Providing information and analysis to support operational and strategic decision making
- Project Management Office: Facilitating prioritization of technology initiatives and managing technology projects

### **MATURING TECHNOLOGY GOVERNANCE: From Project Management to Portfolio and Resource Management**

The Office of Information Technology, working closely with departments across the University, is committed to continuous improvements in Project and Portfolio Management (PPM). Recent focus has been on project selection and prioritization, as well as delivering the best strategic technology to the University while making the most efficient use of internal resources. Building on a strong PPM foundation and on our existing governance bodies—which include the Committee on Technology-based Teaching and Learning (CTTL), the University Systems Integration Committee (USIC), and the Committee on Technology Infrastructure (CTI)—the University is becoming an innovator in formal project and portfolio management.

Combining commercial PPM tools with custom resource modeling tools, the University can effectively allocate both capital investment and internal resources across Academic, Administrative, Operational and Infrastructure technology portfolios. This capability has promoted faster delivery of technology to students, faculty and staff. It has also enabled the University to perform predictive modeling based on demand and to make more informed decisions on utilizing limited resources.

### **TRANSFORMING THE ARCHITECTURE: Delivering solutions in an evolving cloud-computing environment**

The Office of Information Technology is working to take advantage of the benefits of cloud-based solutions while remaining cautious of their inherent disadvantages. As a result, the Office of Information Technology is developing a balanced architecture comprised of on-premise, hosted, and Software as a Service (SaaS) solutions. It is also developing a balance of Commercial Off The Shelf (COTS) software with consortium-based open source solutions.

During 2012 the Office of Information Technology has supported the successful deployment of numerous technologies prioritized by the governance committees, including:

- An integrated HR/Payroll solution as part of the University's ERP system
- Business intelligence solutions supporting advanced reporting, dashboards and analytics
- An integrated student self-service payment gateway

- A mass notification system for emergency notification on campus through SMS, v-mail and e-mail
- Computer-based high-stakes exams (a major “go green” success)
- Enhanced recording capabilities for video teaching media with support for playback on mobile devices
- A new state of the art laboratory that supports digital x-ray analysis
- A substantial upgrade to the service order and service assurance platform

In 2013 the Office of Information Technology will be focused on supporting many technology initiatives, some of which are:

- Continued implementation of the University Portal
- A new healthcare management system for the University’s clinic.
- Review of the University’s current Learning Management Solution
- A new housing management system to support student self-service and improved business processes
- Data center improvements to fire suppression, environmental controls, and backup power systems
- Significant expansion of wireless coverage on campus
- Improved security through implementation of additional surveillance and access control on campus
- An integrated e-Portfolio solution
- Other initiatives as prioritized by the CTTL, USIC, and CTI

### **THE EDUCATIONAL COMPUTING TEAM**

In keeping with the goal of delivering the highest possible quality of education at St. George’s University, the Educational Computing Team (ECT) continues to provide technology training and support to faculty, staff and students, fulfilling its mission to improve methods of teaching and learning.

The ECT provides both group and individual training sessions for many standard applications.. During 2012, group sessions were offered in:

- Results Manager – assisting faculty with recording and collating their class attendance using TurningPoint clicker technology
- TurningPoint
- MyCourses – Gradebook2, FAQs session for faculty, forums, TurningPoint integration
- LXR – projects, questions, tests, scoring, reports
- SHOR – service provisioning and assurance (upgraded software)
- ExamSoft – importing questions, question formatting, item creation, exam creation, scoring and reporting

ECT training is also extended to the administrative offices and Northumbria campus. The ECT employs student Technical Assistants each semester to support our computer labs and to provide assistance with various academic technology projects. It also offers presentations on the use of campus technologies to students during orientation, introduces new faculty to the teaching technologies used at SGU, and makes presentations to visiting academic advisors on the technology resources and support provided to SGU students.

The ECT also focuses on internal training initiatives so it can continue to offer quality services to SGU. It has specifically focused on improving presentation design, enhanced video creation of presentation materials, and training assessment.

### **LOOKING FORWARD**

As the University ‘s demand for services on campus grows, so does the need for a more robust, secure network. To support planned initiatives and strategic growth, the Office of Information Technology is preparing for a high-priority re-structuring and improvement of the voice and data network.

The Office of Information Technology continues to identify and evaluate tools that enhance customer service. We strive constantly to provide faculty, students, and staff with the best available connections to the information, training, and technical resources they need to achieve their objectives.

Editors

**Anthony J. Schmidt, JD**

**Tom Casey**