

UW-SUPERIOR

# Technology Services

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## Technology Services

### Technology Services

The Mission of the Technology Services Unit is to provide technology services that are accessible, reliable, and convenient and secure for the purpose of empowering the UW-Superior community to use technology in teaching, learning, research, creative activity and service.

Technology Services works closely with other campus units in Information and Instructional Technology Services to plan and deliver services and to ensure effective use of information technology resources. Technology Services aspires to:

- continuously improve services, facilities, and staff skills
- respond to a changing environment in innovative ways
- provide leadership and planning to make the best use of emerging technologies.

### Technology Services Units

Technology support for the campus comes primarily from the Technology Services units and a support unit dedicated to the needs of the student living in our Residence halls (ResNet).

**Application Services** is responsible for the development of information systems essential to the operation of the University including student information system, and management information.

**Infrastructure Services** is responsible for providing highly available, high quality access to the University's electronic resources and the Internet. This includes desktop, server, telephone, computer labs and network support.

**Support Services** provides services and facilities for faculty, staff, and students to effectively use current and emerging technology solutions. This includes classroom presentation systems and teaching & learning applications.

**ResNet** provides video and data services to residence hall rooms. The rooms in all the residence halls are wired for high-speed internet access, cable TV service, and telephone service.

### Campus Technology Infrastructure

UW-Superior provides universal access and common technology tools for all faculty, staff and students. This comprehensive support model enables faculty, staff and students to focus on their creative work and collaboration, rather than spending time trying to get the technology to work. Technology Infrastructure Services manages the network topology, operating systems, desktop applications, computing labs, telephone system and network and desktop security. Before deploying any new technology, the team conducts research, technical evaluation, development and testing of software to ensure that all systems integrate and function in a highly reliable and secure manner.

## Technology infrastructure services overview

- Switched and Routed Network Backbone including:
  - Multi-mode and single-mode fiber connections from data center to all campus buildings.
  - Diverse 10 Gigabit connection to UW-SysNet for wide area and Internet Connectivity.
  - Multiple, resilient gigabit Ethernet service to eleven campus buildings. Multiple, resilient Fast Ethernet service to the remaining buildings.
  - Gigabit and Fast Ethernet service to campus wired devices.
  - Multiple, resilient gigabit Ethernet service to all servers.
  - Multiple virtual local area networks (VLAN's) to optimize network LAN traffic and maintain network security.
  - Wired port count of approximately 4,909.
  - Wired network services provided to approximately 1,140 End Hosts including Video Surveillance, door locks, Environmental Monitoring Equipment, Point of Sales Stations, Classroom Automation Systems, and 38 uninterruptable power supplies.
  - Monitoring Software for Network, Server and data center operations.
  - IPAM, DHCP and DNS Services.
- There are 311 Wireless Access Points providing coverage to approximately 80% of the campus indoor areas. This network averages approximately 9,000 unique clients per month. Wireless services are provided to faculty, staff, students and guests through the use of Bring Your Own Device (BYoD) security products.
- Approximately 500 analog and digital telephone handsets are connected to two telephone switches located in Old Main and the Marcovich Wellness Center. Two trunks connect the telephone switch in Old Main to local and long distance services. A call accounting and a Voice Mail servers are located in Old Main.
- Virtualized and physical server infrastructure including the following instances:
  - File, print, and web servers.
  - Database servers.
  - Voice Mail Server.
  - Call Accounting Server.
  - Network Access Servers.
  - Network Monitoring Servers.
  - Logging Servers.
  - Electronic mail servers.
  - File system backup servers.
  - Core desktop software support server.
  - Card Reader Server.
  - Directory servers.
  - Network support servers.
  - PeopleSoft Student Information Services servers.
  - Departmental application servers.
  - Video Surveillance Systems.
  - Miscellaneous test and development servers.
  - VMWare servers.
  - I-SCSI Storage Area Network (SAN).
  - Primary Data Center located in Swenson Hall. Backup Datacenter is a work in progress and is located in Old Main.
- Network Printing Server for approximately 122 shared campus printers.
- Security Infrastructure Including:
  - Highly resilient firewalls.
  - Intrusion Prevention Systems monitoring multiple network locations.
  - Data Loss Prevention Systems.

## Technology Services

- Disk Encryption Services for Laptops Considered exceptionally important to protect.
- Access Control Lists applied at strategic network locations.
- Server and desktop permissions managed in a secure manner.
- Automatic rollout of anti-virus/anti-malware software on servers and desktop systems.
- Security Scans.
- Spam Firewalls.
- Network Admission Control Implemented on the wireless and wired networks.
- Access Control Server for centralized authentication.
- Secure management of external and internal file transfers.
- Maintenance of campus LDAP Directory in a secure manner.
- DNS Firewalls.
- Server hosting for campus departments and offices
  - University Advancement.
  - Continuing Education/Extension.
  - Server Maintenance for all ResLife servers located in the main campus data center.
  - Facilities Management.
  - Campus Recreation.
  - Secure file service for the Business Office, HR and Financial Aid.
  - Yellow Jacket Union.
  - Campus wide data backup.
  - ListServ for Campus Digests.
  - National Estuarine Research Reserve System.
- Desktop Support Includes:
  - Faculty and Staff Windows and Apple Devices.
  - Standard Image for Core Software.
  - Anti-Virus, intrusion prevention, and basic malware detection/removal.
  - Automated software update and patching.
  - Hardware Repair.
  - Automated strategies for device management.
  - Technology inventory services.
- Student Computing Labs Include:
  - Specification, deployment and maintenance services for 454 workstations.
  - General access computer kiosk support.
  - Technical support for lab customers.
  - Faculty Software installation and support services.
  - Maintaining lab areas in a clean and organized manner.
  - Specification, deployment and maintenance of 20 high volume printers.
  - Maintaining the lab statistics system and organizing lab equipment based on its reports.
  - Preparing systems for redeployment to offices after they are no longer suitable for lab use.

## **Technologies Serving the Campus Community**

Technology Services provides a broad range of technology services in support of the campus mission and academics. Here are overviews of some of the key services provided to the campus:

### **Classroom technology**

UW-Superior has 67 computer/video projection systems across campus. Of these, 55 are installed in hi-tech classrooms and labs. Most of these classrooms also have room control systems (AMX/EXTRON), video and sound systems for VHS, CD and DVD media; and high resolution document cameras for displaying three dimensional objects, book/journal pages, or transparencies. Every effort is made by the registrar's office to assign hi-tech classrooms to faculty who use instructional technology in their teaching and to make the room operations as consistent and simple as possible. Three of the rooms in the new Swenson Hall are equipped with dual projection systems to provide more flexibility for the instruction of large groups in those spaces. One location in Swenson Hall is configured with a camera and allows for lecture capture that can be burned directly to DVD. All equipment is maintained by Technology Support Services, in particular, the staff that share the role of Helpdesk/Classroom support. Two distance education classrooms provide facilities for connectivity with remote sites to share content and instruction and facilitate meetings and seminars via compressed video over internet protocol and web conferences. Budget constraints make meeting via distance education technology a viable and cost effective solution to travel. Demand for these services is increasing.

### **Student computer labs**

In the mid 1990's UW System established a goal for campuses to provide one computer for every 25 students in a general access computing lab that would be open to all students a minimum of 80 hours per week. UW-Superior has exceeded this goal and currently provides one computer for every 10 students through several general access computing labs. There are 454 student workstations in computer labs and computer teaching classrooms. Our main Swenson Hall 80 seat lab is available 24/7 and the 30 seat Library lab is available until 10pm most days. We also provide 80 teaching stations for faculty in various classrooms across the campus. The Computer Science program has its own lab with access for students majoring in Computer Science. We also provide 20 high volume printers spread across various labs for student printing in Color and B&W. Each student is given \$30 of printing credit that is allocated from Student Technology Fees. Computer workstations in all these labs are funded by the Student Technology Fee and Student Differential Tuition and are on a three year rotation. After three years the used computers from these labs are deployed to departments for student worker stations, or other needs.

### **Library technology**

The Library provides extensive instructional technology support with more than 170 electronic databases, 68,500 e-journals, 8600 e-books and 43,300 cataloged web pages. The library delivers this content to the desktop along with services such as e-reserves, reference, desktop document delivery and digitized archive collections. Through consortiums with UW libraries, private academic libraries and public libraries, UWGB students, faculty and staff have access to the collective resources of Wisconsin and beyond. Librarians organize digital resources on the web to assist students, faculty and staff with their research and also provide individual research assistance in person, over the phone, through e-mail, and online chat sessions. Details for the systems they use can be found below.

### **Faculty support**

The Center for Excellence in Teaching and Learning (CETL) provides all faculty and instructional academic staff with services, resources and support to foster meaningful student learning and quality teaching within a liberal arts tradition.

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CETL Coordinates with UW System Office of Professional and Instructional Development (OPID) and the UW System Learning Technology Development Council (LTDC), and Technology Services on campus to provide support for the integration of technologies for teaching and learning into campus courses and programs and provides conference and learning opportunities for educators on the campus.

### Help desk services

The Technology Helpdesk at UW-Superior is the tier one call center for all technology needs at UW-Superior. The service is co-located with the ResNet office from Residence Life. The Help Desk is the one stop contact point for any campus technology issues for Students, Faculty, and Staff. The desk is staffed from 8am-7:30pm each day with student workers and supervised by a member of the Technology Support Services office. The Help Desk takes telephone, e-mail, and walk-in requests for support on the entire catalog of services provided by Technology Services and ResNet. The help desk is the one place people contact when they need help with technology on campus. The Help Desk turns around nearly 90% of their issue volume on the first call. When the issues require escalation the staff assign tickets to the various units within Technology Services. Most issues are resolved within 24 hours, with more complex problems taking up to 7 days.



## Systems Catalog

The university has implemented numerous information and transaction systems transforming the way the faculty, staff and students engage in educational and business processes. Listed below are the systems used on campus divided into 2 categories:

- Academic Systems
- Administrative Systems

### Academic systems

The following are systems whose primary purpose is to support teaching and learning. The list does not include discipline or class specific systems. Note that the computer science department host and maintains a “sub-network” in support of their focuses curriculum and consults with the Infrastructure team to maintain security standards.

#### Learning management system

**Learn@UW-Superior** (a.k.a., Brightspace or Desire2Learn) supports fully web-based courses as well as providing an opportunity for faculty to enhance their face-to-face classes with interactive online learning opportunities. Faculty can post content, receive student projects, facilitate discussion groups, hold virtual interactive class meetings, and manage grades using D2L. The database is managed by the Learn@UW Utility in Madison with local application support from the Technology Support Services unit and integration with PeopleSoft Campus solutions provided by the Applications Services unit.

#### Lecture recording

**LectureCapture** is being used in several ways at UW-Superior for blended and online courses. One example is a hardware/software application that is deployed in the Erlenbach Lecture Hall in the Swenson building. The system allows instructors to record what happens in the lecture room and makes it available digitally. Lecture Capture enhances and extends existing instructional activities, whether in face-to-face, fully online, or blended learning environments. The system is self-contained in the lecture hall and is supported by the Technology Support unit. Technology Support Services also supports use of the Blackboard Collaborate systems for Lecture recording within the Learn@UW-Superior environment. Additionally the unit support a standalone recording studio that is modeled after a campus office so that faculty can create course lectures that represent a feeling of community for online learners.

#### Library systems

The following are the primary Library systems available to Students, Faculty and staff at UW-Superior. Except where noted, the library systems listed are cloud-based and hosted by the company, Ex Libris. The Applications are supported locally by the Jim Dan Hill Library staff with integration support coming from the Application Services unit.

**Alma System** provides cloud-based back-office functions for library operations, including selection, acquisition, metadata management, digitization, and fulfillment, regardless of format or location. Alma has been configured locally to provide Technical Services with media checkout desk functions. Alma extracts data on authorized users from People Soft using an IAA model, and also allows limited local input for specified library user categories. The Alma System is scheduled for go-live May 20, 2015.

**Primo**, Alma’s web-based complement provides the public search interface for the library, with an online catalog, check-out services and a ‘reserves’ location. Primo searches Alma to facilitate discovery of print collections, online full text resources, electronic reserves and many (not all) external databases as well as materials in digital repositories.

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Within the Primo/Alma system, the Resource Sharing function allows students and faculty to search materials across all UW libraries and the Wisconsin Historical Society and have them delivered for local use. Researchers can discover options available for obtaining materials full-text online, in print at the library, or by making a request to obtain it from another library (see also ILLiad).

**EZproxy** is software that allows the use of existing campus credentials to connect to local subscription and purchased electronic resources (including streaming videos and e-books). The software dynamically alters database URLs to reflect the local EZproxy server, directing users to return to the local server as they click on links for licensed content. This is client and web software that resides on campus servers and is maintained by both the Infrastructure and Application Services units.

**ILLiad** is used for interlibrary loan, to obtain access to resources that the library does not own or subscribe (including books, videos, journals articles and other items) from libraries throughout the country and the world. The system is a client-server system administered by Jim Dan Hill Library staff on a shared server located in Virginia. The structure follows a SaaS model in that the data is housed and all backups and upgrades are handled by the vendor.

### Plagiarism detection

**Turnitin** is a system used by UW-Superior to help educators improve their students' critical thinking and composition skills as well as check for improper citation or potential plagiarism. The system is fully integrated with Learn@UW-Superior and instructors can choose to use it in their courses.

### Student early warning

**PeopleSoft ASSIST** is a custom application integrated into the delivered class roster page to provide Faculty members the ability to identify students who may be at risk of academic difficulty or failure. The Application Services unit provides full support for this application.

### Virtual class room/Virtual conference room

**Blackboard Collaborate** is a web conferencing program that allows instructors to use virtual rooms or vSpaces where virtual classes can be conducted or where virtual conferences may be held. The software is integrated with the Learn@UW-Superior system but can also be used stand-alone via the UW-System employee portal. The system is completely web based and access and application support is provided by the Technology Support unit and UW-OLIT staff.

## Administrative Systems

The following is a brief description of administrative systems. For detailed information on the systems, contact the technology help desk

### Business performance/Business intelligence

**Hyperion** is the system used by the business office and HR to query and report information from multiple data sources such as the HRS data warehouse and the Financials warehouse. The software is hosted in Madison and client installations and first level support for the product is provided by the Application Services unit.

### Campus identification card system

**General Meters** (Heartland) software is used to issue Students, Faculty and Staff Campus ID cards. The ID cards can also be used to manage the meal plan accounts for Students and Faculty and Staff can add funds that can be used for meal purchases. The system runs on campus servers maintained by the Infrastructure unit with assistance from the vendor. The application is supported by the vendor. ID photos from the system are integrated with the PeopleSoft Campus solutions system for use in class and advising rosters. The Application services unit supports the integration and the residence life staff manages the application with vendor support.

### Collaborative applications (E-Mail, Calendaring, Contacts and Task Management)

**Microsoft Exchange 2007** is the server that supports all campus constituents with access to electronic mail, calendaring, contacts and tasks. While MS Exchange represents the server side, Microsoft's Outlook (client and web) is the user application. The server and the administration of accounts is managed and maintained by the Infrastructure services staff. The Outlook application is distributed as part of the core software provided to all campus users and supported by Technology Support Services unit.

### Credential management

A **Custom PeopleSoft Credential Management System** was created in the Campus Solutions system to act as the primary credential store. The system integrates with the LDAP and manages the entire credential lifecycle from creation to deactivation and provides end-users self-service tools for maintaining secure passwords and providing password controls. The Applications Services and Infrastructure services units manage the system and integration with other campus applications and integration with systems maintained at UW-System.

### Customer relations management (Recruiting)

**Hobson's CRM** (client relationship management) is the software that manages the student recruiting processes. The system is a web based system hosted by the vendor and will be used and maintained by the Undergraduate and Distance Learning staff with additional support from the vendor. The system will be integrated with the PeopleSoft Campus Solutions system and the integration will be supported by the Application Services unit.

### Document imaging

**ImageNow/WebNow** is currently used by Undergraduate admissions, Student Records, Financial Aid and Student Payroll to manage their documents and document workflow. The system provides both a client and web interface. The servers are housed on campus and managed by the Applications Services unit working closely with the Infrastructure unit. The application is supported by the Application Services unit and the vendor.

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### Donor/Fundraising management

**Raisers Edge** is the software system used by the Foundation Office to manage their Donor Support work. The software runs on servers hosted on campus and is managed in the Foundation office with application support coming from the Vendor.

### Facility management

**TMA** is used to provide inventory tracking for the operations staff, scheduling of equipment, preventive maintenance for physical plant staff, and management of work orders for maintenance. TMA also provides cost and billing analysis for all Facilities Management. The system runs on campus servers maintained by the Infrastructure unit. The application is managed and supported by the Facilities department and the vendor. The system will be upgraded to an on premise hosted web application in 2015.

**TRANE** is a system integrated with specific HVAC systems on campus and allows the facilities staff to manage and report those systems. The Facilities staff manages the application with support from the vendor. The Infrastructure team manages the technology components and network connectivity.

**Northland Fire and Safety** provides fire alarm building emergency building communications systems for the campus. The system is managed by the Facilities department with input from Campus Safety and additional support from the vendor. The Infrastructure unit is responsible for the technology components and network connectivity.

### Financials systems

**PeopleSoft Shared Financials** is the primary financial system used on campus. The web based system is hosted and maintained on the UW-Madison campus where application support is also provided. The system includes modules for General Ledger, Purchasing, Accounts Payable and Asset Management transactions.

**WISDM** is a reporting system hosted on the UW-Madison campus and is used by UW-Staff to directly monitor their budgets. Application support and training comes internally from the Business Office staff. Data in the data mart is updated nightly from the previous day's business.

**QuickBooks** is used by the business office to manage the campus receivables. The software is hosted on campus servers and is updated and maintained by the infrastructure services unit with application support coming from the vendor.

### Grant support systems

**Bluemen Systems** is a client based third party software system used by the Student Support Services Office to track contacts with Students and provides the data that supports Federal and State grant reporting requirements for the TRIO program. The system runs via on servers hosted on campus. The servers are managed by the infrastructure services team, SIS integration managed by the Application services unit and the vendor provides application support.

### Human resource systems

**PeopleSoft Human Resource System (HRS)** is used to manage the campus' human resource functions. The web based system is hosted and maintained on the UW-Madison campus where application support is also provided. The system includes modules for Payroll, Benefits and Talent Acquisition. HRS also includes the "My UW System" portal; a self-service web application that allows employees and student employees to record time and manage certain aspects of their HR portfolio.

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**EPM** (Enterprise Performance Management) Data Warehouse extracts HR data on a nightly basis and allows authorized UW-Superior users from Institutional Research, Finance and Human resources the ability to create ad hoc queries against the data through the PeopleSoft query tool. The data can also be accessed from Hyperion to further create reports and queries. The system is hosted and maintained on the UW-Madison campus where application support is also provided.

### Non-Credit course tracking/Event management

**Certain** is the software solution used by the Continuing Education department to manage non-credit courses. The software is an event management system that includes ecommerce capabilities. Participants in non-credit course offerings can register and pay online. The system is hosted and supported by the vendor as a “cloud” system. The system is scheduled for a move to new software (CVENT) in 2015

### Strategic planning/Continuous improvement

**WEAVE online** is a software that addresses the need to develop and maintain continuous improvement processes for both the academic and administrative structures. The system is web based and is hosted by the vendor. Application support is provided by Institutional Research department.

### Student information system (SIS)

**PeopleSoft Campus Solutions** (a.k.a. “The E-Hive”) represents the central core database and the primary transaction system for students, faculty and staff. The system is web-based and is housed on campus where it is managed and maintained by the Applications Services unit working closely with the Infrastructure unit.

The software includes the following transactional modules: Admissions, Advising, Financial Aid, Records/Registration and Student Financials. The system includes self-service access for Faculty who use this system for viewing class rosters, advising students, managing grades, and submitting final grades and Students, who manage their class schedule, produce transcripts, can track degree progress, and manage both their financial aid and student financial accounts.

### Technology incident/Asset management

**Footprints** is software used by the Technology Services units to manage incident and asset management. The system allows all users of technology to submit incident reports either online or via email. Assets are tracked and the system can also be used to track projects. The system is client based running on servers housed on campus and maintained by the infrastructure unit with the Technology Support unit managing the application. The system will be upgraded to a web platform in 2015.

### Video conferencing

UW-Extension’s **Instructional Communications Service (ICS), campus deployed CISCO Video CODECS, and The UW-System Blackboard Collaborate system** represent three systems used for Video conferencing and virtual classrooms. Administrative units on campus are taking advantage of our partnership with UW-Extension’s ICS to support a UW-System wide Administrative Conferencing system. This High Definition conference system allows face to face meetings via high speed internet connection between multiple locations. Currently, the system is being used to facilitate the Chancellor, Provost, and CIO meetings between all UW campuses. The campus also uses a CISCO video conference system housed in Swenson Hall for one-to-one, or one-to-many video connections within the state or around the world for academic purposes. The Distance Learning Center and the Small Business Development Center also own similar conferencing systems. The campus also makes use of the Blackboard Collaborate system via UW-System for virtual classrooms within Desire2Learn courses and for scheduled administrative meetings via the UW-Portal. All of these systems are maintained, operated, and supported by the Technology Support Services staff.

## Campus Community Systems

The following are systems that are used to support specific campus community or public need.

### Career services management

**CSO research** (on campus branded as Jacket Jobs) is an online hosted tool used for managing career related functions such as employment and internship searching. This is a completely Vendor hosted solution with integration to the SIS managed by the Application Services unit.

### Computer lab availability

**LabStats** is software that allows students to determine computer availability in any campus computer lab. The utility runs on campus servers, is integrated into the Technology Services home page and is supported by the lab manager and the Webmaster.

### Event validation

**A Custom PeopleSoft Event Validation System** verifies that a student is currently enrolled and is allowed “free or reduced admissions” to some events such as athletic competition and fine arts performances. The system was written using PeopleSoft tools and runs on the production server. The system is supported by the Application Services unit.

### Recreational facilities management

**Max Solutions** is used by Wessman Arena to manage the arena and outdoor field scheduling. This is a third party web based system that is fully supported by the vendor.

**Fusion by INNOSOFT** is used by the campus recreation department for membership, facility, equipment and intramural competing management. This is a fully hosted third party system. Integration is managed by the Application Services unit.

### Student Conduct Management

**Maxient Judicial Affairs** is the software used to manage the Student judicial process in the Dean of Students office. The system is a hosted, web based solution that is managed by the Assistant Dean with application support coming from the vendor. Integration is managed by the Application Services unit.

### Student Housing/Student Life Systems

The ResNet Office is a technology support unit that supports Residence Life. All students living in the Residence Halls may receive support for personal hardware and software. The unit works closely with the Infrastructure unit with assistance with connectivity/registration as needed. The systems maintained include:

**Residence by Simplicity** is a third party cloud based system that manages campus housing needs including housing contracts, roommate matching, etc. The vendor provides application support. Integration is managed by the Application Services unit.

**B.A.S.I.S.** and **Schlage** are the two Hardware/Software systems used to manage Curran-McNeill-Ostrander-Crownhart Residence hall exterior door and common restroom access. Both software programs run independently on separate Windows XP workstations. Both software applications are being migrated to Windows 2008 R2 virtual servers, maintained by Infrastructure in 2015. The ResNet coordinator manages and maintains the system with application support coming from the ResNet Staff and vendors.

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**Persona** is a Hardware/Software system used to manage Ross-Hawkes Residence hall exterior door access, and room card access. The software program is run independently on separate Windows 2008 R2 virtual server, maintained by Infrastructure. The ResNet coordinator manages and maintains the system (and door hardware), with application support coming from the ResNet Staff and vendors. The Infrastructure unit supports connectivity and assists ResNet as needed for wired power-over-Ethernet locks.

**Planar ContentSmart** is a Hardware/Software system used to advertise Residence Life content in the Yellowjacket Union. The ResNet coordinator manages and maintains the system. The Infrastructure unit supports connectivity and assists ResNet as needed.

## Survey management

**Qualtrics** is used by Faculty, Staff, and Students to create and administer surveys and gather and analyze results. The product is web based and is supported by the Technology Support Services unit.

## Web Content Management

**CommonSpot** running on cold fusion is the primary system used to manage web content and design for both internal and external needs. The Application Services unit is responsible for managing the system with assistance from the Infrastructure unit.

Note: There are several web content systems hosted by 3<sup>rd</sup> party companies and integrated into the primary CommonSpot structure. 3<sup>rd</sup> party companies are primarily used when e-commerce functionality is needed or very specific web transactional systems are required. Some examples include University Athletics, Admissions (Recruiting) and the campus bookstore.