Mission and Vision

Information Technology provides quality and professional service to the UNM community, especially fast response and timely solutions to customer needs and questions.

Principles guiding this service consolidation include:

- Providing access, support, privacy, and security to all of the University's IT customers.
- Improving the effectiveness of IT services and sharing IT resources across UNM.
- Supporting UNM's mission, goals, and values.
- Coordinating IT planning and communication for better use of resources.
- Ensuring the development and sustainability of high IT standards for UNM.
Executive Summary

Technology continues to be an essential component to a vital, relevant campus. Without technology, education cannot evolve in the 21st century. Information Technologies’ (IT) main goal is to enable each student, faculty and staff member to reach their educational, academic and business goals. In this time of economic belt-tightening, doing more with less is not just a catchphrase but an entire way of doing business. IT is consistently looking for ways to effectively maintain a high standard of professional excellence and customer service while making budget cuts and providing more cost-effective, scaled solutions across all campuses. IT aims to connect, innovate and serve all of UNM by creating a shared vision, aligning resources, and providing excellent services. With a leaner organization, IT partners and collaborates with departments to meet President Schmidly’s goals for UNM.

IT reorganized in Fall 2009 to strategically realign resources. Part of the reorganization included the establishment of a group which focused on academic technologies to develop these services. IT converged two support centers into one entity for consistency in service delivery. IT also continues to pursue a quality initiative using ITIL, the gold quality standard for IT service management, which departments will see in increased service availability, and service level agreements. Alignment of application programming staff improved IT’s business service to the campus, enabled a Banner upgrade, and opened the door to future application development beyond the ERP.

IT negotiated a significant bulk purchase agreement with Dell Computers, which resulted in significant discounts to departments and business groups, and to all students, faculty and staff. At the same time, a campus-wide license agreement with Microsoft now allows employees and departments to purchase the office suite for $10 a copy, totally underwritten by IT.

Student services were enhanced and the quality of the academic experience was strengthened by the establishment of StudentInfo and by adding student-facing computers when Mitchell Hall and Student Services buildings were remodeled. IT also continued to strengthen the UNM network with wireless enhancements, increased wireless points, and by replacing end-of-life switches in buildings. The Banner 8 system upgrade offers increased cross-connectivity, a course tracking system for students, class-waiting list notification for students and faculty.

Just as IT has succeeded in delivering improved IT services in FY10, IT will continue to deliver improved, scaled and cost-effective services in FY11 to the benefit of UNM education, research and economic development. IT will address cost-containment in several areas: An IT Rapid Redesign to increase administrative and academic IT efficiencies, support of 2+2 partnerships across NM higher education, alignment of funding and resources, generating revenues from IT services delivered outside of UNM to the benefit of UNM. Internally, IT will continue to deploy ITIL principles in service and resource management, and will expand the effective use of UNM’s IT core competencies.

IT recognizes and is rising to the challenges of budgetary constraints as it continues to connect, innovate and serve the UNM community. As technologists, it is IT’s job to support students, faculty and staff in realizing their academic, business and administrative goals with the use of information technology. IT’s delivers the promise of technology to the UNM higher ed and research enterprise.
Table of Contents

Organization Chart
   Page 5

Overview of IT Services
   Page 6 – 10

Accomplishments
   Pages 11 - 15

Looking Ahead – 2010-2011 Fiscal Year
   Page 16

IT Staff
   Pages 17 – 18

In October 2009, the CIO realigned staff in Information Technologies as shown above. This organization accomplishes several goals:

- To group staff with like skill sets to provide the most technical depth and strength in supporting IT services.
- To stand up a group to support the academic mission
- To elevate the importance of quality and security across IT
- To converge the voice and computing support centers
- To build a web-development group outside of the ERP within Applications
- To converge the voice and data infrastructure and networks
- To give accountability to the Deputy CIO

IT services cannot be delivered effectively without the synergy of all these groups working together. The new service model ensures that security and ITIL quality best practices are used in development before a service is delivered and supported.
The new organization also ensures that the many functions IT provides that listed below have the appropriate leadership level for the UNM enterprise.
Overview of IT Services

Applications
UNM faculty, staff and students have access to efficient administrative applications according to their role. These Enterprise (ERP) applications expedite the surrounding business processes that deliver services such as Admissions, Registration, Payroll, Purchasing, and Accounts Receivable. Applications also ensure that UNM has a robust, secure and well-monitored environment of e-mail, servers, databases, storage, access control and identity management, a web hosting environment and web portal for delivery of departmental content and applications.

Over 68,000 UNM faculty, staff, students, emeriti and retirees have access to LoboWeb and the Banner System. There are an average of 2.5 billion monthly database “reads and writes” in the main Banner production database. This volume translates to almost three million registration transactions and 295,000 grade transactions for 35,000 students; and almost 2 million bursar transactions. With this huge scale of activity, there were only 40 Banner-related incidents and 12 reported reporting-related incidents.

Computer Classrooms and Labs
IT oversees seven computer labs and 13 computer classrooms across campus. The labs and classrooms offer student-facing computers with a large selection of software, scanners, and printers. The classrooms have up-to-date academic and teaching technology. Two new student-facing computer facilities were opened in FY10 increasing this service to students by almost 40 computers. Out of IT’s several computer labs and classrooms, only two major incidents were reported this fiscal year, both having to do with the newly implemented print-card process. The process continues to improve and become more streamlined in all computer labs across campus.

There are over 2 million average daily web hits to the UNM site now, and there were only five significant web-related outages during FY2010.
PC Hardware and Software
Hardware maintenance and software purchasing offer discounted services on computer equipment and software packages to UNM departments, faculty and staff, and limited warranty services to students. During this fiscal year, 110 new machines were installed in various departments and buildings across campus, replacing older machines with newer, more user-friendly machines.

Networking
Along with a UNM NetID, students, faculty and staff have access to UNM-wide financial, student, academic, financial aid, HR and payroll services, and voice and data services delivered by the campus network to commodity Internet, and to the research networks Internet 2 (I2) and National Lambda Rail (NLR). Voice services include land lines, cell phones and pagers, and peripheral voice services such as ACD and voice mail, all of which enhance communication with stakeholders and customers.

Email & Spam Filtering
A major source of spam was shut down in FY08, reducing the amount of spam to be filtered. It is possible that less spam is being filtered now, increasing the amount of what is considered ‘legitimate’ e-mail traffic. Out of 41,500 campus Webmail and GroupWise users, there were only 16 significant e-mail incidents (unplanned outages) in this fiscal year. Despite known complications with many e-mail servers on campus and complexities of different e-mail systems, UNM e-mail is a stable and reliable service.

Phones & Pagers
UNM faculty and staff have access to a wide range of desktop, mobile cellular telephone units, and other mobile devices. Student residents have the option to have in-house telephones and voice mail services, which are maintained by IT.

Usage of landline phones was reviewed by many departments in FY10 in efforts to save money. Departments removed unnecessary landlines, sometimes in favor of cell phones. ACD and voice mail services were also reduced.
Security & Access
ECC-monitored UNM devices are distributed campus-wide to ensure end-to-end delivery of services over the network. The benefit of this monitoring is faster recovery from an outage as the machines and software detect outages and the exact location of the outage before users do. This monitoring is integrated more and more with the customer support center. With the constant monitoring of devices, IT is able to respond more quickly to campus incidents. In FY 90-10, IT handled approximately 14 ABQ-G incidents. Voice and data incidents totaled close to 800 out of 25,000 campus users, demonstrating the effectiveness of IT response. AIX, Linux and Windows platform incidents totaled 16, and Zimmerman Library also had 16 technical incidents. The ratio of users to handled incidents shows IT’s increasing capacity for incident response and remediation.

Professional Services
IT provides numerous business and professional services to faculty, staff, retirees, stakeholders and other customers. Among these services are: web hosting, secure election and survey services, hardware purchase, maintenance and support, web server hosting for individual departments, network security and project consultation, and highly trained technical field agents who can be assigned for any length of time to any department on campus.

Scanning & Test Scoring
The use of this Scantron service has greatly decreased due to online surveys, questionnaires, testing and course evaluations.
Accomplishments

Connect

Connecting UNM, both internally and with the outside world, is paramount to the university’s success. The meshing of strategic technologies across the board creates additional opportunities for the UNM community to share resources, enhance networking and job skills, and create a collaborative technological environment.

Cyberinfrastructure Days Connects IT with Researchers
IT hosted Cyberinfrastructure Days in April 2010, bringing together educators, researchers, information and network professionals, and students both from UNM and around the state, to collaborate on the development of UNM’s cyberinfrastructure strategy. Universities that effectively use cyberinfrastructure to support their research needs and communities gain a competitive advantage in the race to attract excellent scholars and secure external research funding, and UNM is no different.

Technology Days Connects UNM IT Staff
IT and the Office of the CIO jointly hosted Technology Days in July 2010. The two-day event gave UNM faculty, students and staff an opportunity to learn about, and participate, in discussions on current university technologies and future innovations. Current and future IT initiatives for the University were presented and discussed at length, and training in UNM’s new web content management system was also presented. Presentations on virtualization, workstation management and event capture were part of the agenda, which sought to bring together the numerous IT voices on campus, give an overview of current and future technology developments, and present a unique training and educational benefit to the entire UNM community.

Connecting IT through Social Networking Sites
IT established itself as part of the cyber social network by creating its own page and user content on YouTube and Flickr, and contributing frequently to UNM’s Facebook page. Establishing our presence in these venues ensures that current, incoming and new students to the University will be able to benefit from information in all formats and through many different venues and mediums. With the increasing presence of social networking as a means to share information, IT continues to reach and optimize the networking experience for a high percentage of the UNM community, ensuring that their technological needs are being met.

E-mail & Calendaring Initiative to Improve Electronic Communication across Campuses
The Office of the CIO sponsored an e-mail and calendaring forum in spring 2010, generating discussion about the UNM should take to best meet the needs of students, faculty and staff for messaging and calendaring. The current system needs consolidation and consistency across the board. Students require more flexibility, increased security and greater file sharing space. The initiative team is seeking executive approval to move forward with email consolidation to a single system. A GroupWise directory consolidation, between the HSC and main campus GroupWise instances, will take place in October 2010. This activity is a quick fix to improve the existing systems and does not represent any e-mail server consolidation.
Network Upgrade Increases Speed and Reliability for all Users
IT upgraded its campus network during summer 2010, refreshing systems and servers and replacing numerous edge switches in older buildings as part of an overall project to continually improve the UNM network. Increased network speed, reliability, performance and security are among the many benefits users realized from the upgrade, which will continue in stage through 2012. The UNM network has an estimated 45,000 wired and wireless users per day, including wireless and wired users, and enhanced reliability and performance is a necessity to help the UNM community realize its academic and business goals.

Network Access Control Implementation Provides Secure, Guaranteed Network Access
Lobo WiFi, UNM’s campus-wide wireless network, implemented a network authentication system (NAC) in August 2009, requiring all wireless users to log in using their UNM NetID and password in order to access the UNM network and the Internet. Wired access in the student residences were connected to the NAC in early August 2009, ensuring secure wired access throughout all of student housing. Having a NAC ensures secure, guaranteed Internet and network access and saves valuable bandwidth by providing wireless and network access to only those UNM users authorized to use the system.

Advanced Voice Communication System Streamlines Numerous Communication Methods and Provides Resource Savings
IT implemented the Advanced Voice Communications system during summer 2010. The system improved and streamlined UNM’s communication needs by migrating UNM’s voice and data network switches to a much faster office communication server system that also provides unified communication features and options, expanded VoIP, video, Instant Messaging, audio and video conferencing, and Live Meeting options. Consolidation of voice, data and video services through the system improved and upgraded existing services, enabling them to work in sync with the most modern voice and data technology available. The system also ensured a significant cost savings by upgrading current voice technology, and also establishing an existing infrastructure for future technology upgrades.

Networking Partnerships Save Money at UNM and in Other New Mexico Research Schools
IT’s partnerships continued to evolve, increasing the University’s outside research venues and resources, and providing increased opportunities for economic development. IT negotiated, established and connected UNM to a new networking partnership for peering in the west. The Western Regional Network (WRN) has already saved UNM, New Mexico State University (NMSU) and the New Mexico Institute of Mining and Technology (NM Tech) a collective total of $190,000 in rerouting Internet 2 traffic. IT also partners with National Lambda Rail, thereby increasing its viability in providing high-speed Internet services more cost-effectively to internal and external customers and shareholders.

IT Plays Key Role in the New Mexico Film Industry
The Albuquerque Gigapop’s connection between Encanto in Rio Rancho and the NLR enabled the Cerelink Company of Corrales, working with IFDM to render the film, “Shrek Forever After” in New Mexico. IT, NLR, the State, the Encanto Super Computing Center and ABQG worked together to build this collaboration between technology, higher education and economic development.
Innovate

Innovation in technology, with continued limited resources, is a necessity in these economic times. Through innovation, we were able to reduce expenses without reducing our quality of work and services.

Student Computing Initiative Clarifies Number of Computers on Campus

At the Provost’s request, the CIO responded to an HLC observation about the number of student-facing computers on campus. An intensive real-time inventory of computers revealed the presence of 3,500 student computers on campus. A student survey and query of peer institutions also revealed student needs, in addition to their satisfaction in large numbers with computing services. The CIO recommended increased coordination between providers of student computing labs, more engagement with faculty and continued work to develop a more robust infrastructure of electrical power, network access and mobile device services. In April, 2010, the UNM Regents approved a $5/student per semester fee for technology. This will amount to $208,000 in FY2011.

Western Regional Network Collaboration Saves UNM almost $100,000 annually

IT co-sponsored the creation of the Western Regional Network (WRN), a collaborative network effort across four Western states that expand and share network services in support of advanced research, academic support, economic development, and inter-regional services. Pacific Northwest Gigapop (PNWGP), Front Range GigaPoP, New Mexico/University of New Mexico (UNM), and the Corporation for Education Network Initiatives in California (CENIC) are the four partners in this effort to ensure continued high-speed, advanced networking between states and sectors. WRN provides network services to Alaska, California, Idaho, Montana, Nevada, New Mexico, Washington, and Wyoming, and are continually expanding to offer more diverse and stronger networking at a lower market cost across the board. WRN will also provide regional access to the shared National Lambda Rail, Internet2, Pacific Wave, and other fiber and IP-based services for both academic and economic development initiatives.

Business Contracts in Hardware and Software Bring Significant Savings to UNM

IT negotiated UNM’s partnership with Dell computers in early 2010, bringing significant discounts and benefiting all students, faculty, staff, and to UNM departments. Under the UNM/Dell contract, departments can buy computers under the UNM standard configuration, and students, faculty and staff can get discounts on a significant portion of Dell’s online catalog. This represents a significant savings to the University of over $500,000, even with fewer computer purchases due to departmental budgetary decreases. As well, UNM network systems were transitioned from a LANDesk environment to the more user-friendly Native Windows, which works in conjunction with other network systems such as Active Directory and Eminent Ware. Software Purchasing is now accomplished through LoboMart, thereby making the purchasing process more consistent across UNM.

LoboTracks Helps Students Stay on Track to Graduation

LoboTracks was developed as part of the Banner system. It creates an online degree audit tracking for advisement purposes and helps track a student’s progress toward graduation. LoboTracks matches previously completed courses with requirements of a particular degree program and guides the student toward more productivity in their academic course load.
Serve

Serving the UNM community is IT’s reason for being, and the services IT provides underlie the belief that technology is a means, not an end. Providing this technology and these services to all students, faculty and staff ensure their success and by extension, IT’s.

Classroom Upgrades Provide More Services to Students and Faculty
Mitchell Hall and Woodward Hall were two of UNM’s older buildings that underwent much-needed structural and technical renovations during the past fiscal year as part of the Classroom Modernization project started in 2007. IT’s engagement in this initiative resulted in wireless service in 90% of centrally-scheduled classrooms and IT-supported instructor computer lecterns in 96 of these classrooms.

Banner Upgrade Paves the Way for Increased Functionality
UNM upgraded its Banner system to Version 8 during Spring Break 2010. The upgrade focused on globalization of the Banner system through UTF-8, which allowed for a more user-friendly experience, and increased security. Other enhancements included addition of the class wait-listing feature in Banner, improved error reporting and improved error messages during student registration. The upgrade also provided a means of capturing necessary supplemental information used for business and recruitment purposes.

Customer Services Merge to Provide Seamless IT Support
IT merged its two support centers into one overarching support entity in January 2010, with both support center telephone numbers consolidated into one number (277-5757), and offers a centralized, convenient and more user-friendly IT support experience for all UNM students, faculty and staff. Issues such as NetID password resets, networking and e-mail issues, voice communications, data and alarms, and all other computing services are now funneled through one front-facing unit.

In 2009-2010 the IT Voice and Computing Support Centers merged and developed a new system of metrics. This chart reflects 2008-2009 data recounted to the new way, in order to show a comparison.

Dial Up Demise Represents Significant Savings to UNM
IT demised its dial-up service in summer 2010, in the wake of faster DSL, fiber-optic broadband, and wireless connections offered commercially. The significant decrease to fewer than 300 users monthly was a contributing factor, making dial-up use nearly obsolete. UNM was one of the last schools to still have a dial up service. As the equipment aged, replacing it would have not been cost-effective for so few users. The savings to the University, in terms of equipment and repair, maintenance, and service, is approximately $20,000 annually.
Looking Ahead

In the 2010-2011 fiscal year, IT will continue to develop services and strategies, connecting the University community with the world, innovating programs and projects in a forward-thinking and cost-effective manner, and serving our customers with the technology they want and need.

Overall, IT will align its funding levels with strategic direction for academic, research and production needs. As part of this effort, IT will spearhead a Rapid ReDesign designed to implement system-wide improvements to UNM’s information technology processes, services, tools and infrastructure, focusing on efficiency, productivity and cost containment. This will in turn lead to formalized alignment of IT resources and increased focus on online instructional delivery and learning, classroom modernization, research computing and hybrid methods of instruction.

Another area of effort will involve the creation of statewide access to UNM courses, programs and services by building 2+2 partnerships with both UNM branch campuses and community colleges through the Extended University Distance Education programs and services. We will continue to improve our customer services both within IT support centers, across campus and involving the branch campuses.

IT will plan and inventory campus network infrastructure, including telecommunications and fiber/copper plant to allow for baseline services, and also increase academic high performance services. Network edge switches will continue to be replaced in buildings across campus, and wireless and VoIP services will continue to expand, bringing additional services to the UNM community. Platforms will expand virtualization services and develop on-demand, authentic self-selected academic IT services.

Academic technology will be a high priority, with a student-centric task force being developed to explore and address areas such as course access and availability, access to campus computers, and printing capabilities. The design and development of web-enabled solutions, such as LoboMobile and LoboAlerts, along with the continued improvement of the Banner system, contributes to the academic success of all students. The ongoing expansion of and deployment of IT services on Main and branch campuses, including hardware maintenance and support coordination, and the implementation of IT service management on Main and North Campuses will ensure quality IT service delivery and response to IT incidents.
# Staff Changes in 2010

## New Hires and Transfers

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Helen Abrahamson</td>
<td>Administrative Coordinator</td>
<td>September 28, 2009</td>
</tr>
<tr>
<td>Duane Arruti</td>
<td>Director, IT Services</td>
<td>September 28, 2009</td>
</tr>
<tr>
<td>Alan Cantor</td>
<td>Order Management Rep 2</td>
<td>February 23, 2010</td>
</tr>
<tr>
<td>James Cash</td>
<td>Network Analyst</td>
<td>October 26, 2009</td>
</tr>
<tr>
<td>Chun Yu-Chan</td>
<td>Systems Analyst 2</td>
<td>July 1, 2009</td>
</tr>
<tr>
<td>Michael Chavez-Kerr</td>
<td>ERP Security Administrator</td>
<td>August 1, 2009</td>
</tr>
<tr>
<td>John Duran</td>
<td>Network Engineer</td>
<td>March 29, 2010</td>
</tr>
<tr>
<td>Jared Galbraith</td>
<td>Database Administrator</td>
<td>July 1, 2009</td>
</tr>
<tr>
<td>Domenic Guerin</td>
<td>Order Management Rep 2</td>
<td>February 22, 2010</td>
</tr>
<tr>
<td>Christopher Lucas Gutierrez</td>
<td>Technical Support Analyst 3</td>
<td>January 25, 2010</td>
</tr>
<tr>
<td>Srivevi Kumaravelu</td>
<td>Analyst/Programmer 3</td>
<td>April 5, 2010</td>
</tr>
<tr>
<td>Dominic Martinez</td>
<td>Analyst/Programmer 3</td>
<td>April 26, 2010</td>
</tr>
</tbody>
</table>

## Promotions

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eric Castillo</td>
<td>Network Engineer</td>
<td>February 15, 2010</td>
</tr>
<tr>
<td>Derek Mora</td>
<td>CNS Order Mgt Rep</td>
<td>February 15, 2010</td>
</tr>
</tbody>
</table>

## Separations

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Misty Brown</td>
<td>Systems Analyst 1</td>
<td>February 26, 2010</td>
</tr>
<tr>
<td>Michael Chavez-Kerr</td>
<td>ERP Security Administrator</td>
<td>November 9, 2009</td>
</tr>
<tr>
<td>Geraldine Chavez</td>
<td>Administrative Coordinator</td>
<td>February 26, 2010</td>
</tr>
<tr>
<td>Jose Nelson Curet</td>
<td>CNS Order Mgt. Rep</td>
<td>July 17, 2009</td>
</tr>
<tr>
<td>John Duran</td>
<td>Network Engineer</td>
<td>March 2, 2010</td>
</tr>
<tr>
<td>Danny Lee</td>
<td>Technical Support Analyst 3</td>
<td>May 31, 2010</td>
</tr>
<tr>
<td>Paula Loendorf</td>
<td>Director, IT Services</td>
<td>July 1, 2009</td>
</tr>
<tr>
<td>Christina Lopez</td>
<td>Facilities Services Manager</td>
<td>April 30, 2010</td>
</tr>
<tr>
<td>Kevin McNew</td>
<td>Technical Support Analyst 1</td>
<td>April 2, 2010</td>
</tr>
<tr>
<td>Dave Pace</td>
<td>Analyst Programmer 2</td>
<td>October 16, 2009</td>
</tr>
<tr>
<td>Sarah Peterson</td>
<td>Analyst Programmer 3</td>
<td>July 7, 2009</td>
</tr>
<tr>
<td>Sean Smock</td>
<td>Technical Support Analyst 1</td>
<td>July 31, 2009</td>
</tr>
<tr>
<td>Andrew Trever</td>
<td>Technical Support Analyst 2</td>
<td>September 30, 2009</td>
</tr>
<tr>
<td>Chris Rogers</td>
<td>Systems Analyst 3</td>
<td>May 21, 2010</td>
</tr>
<tr>
<td>Bonnie Young</td>
<td>Executive Project Director</td>
<td>December 31, 2009</td>
</tr>
</tbody>
</table>

## Retirements

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yvette Fournier</td>
<td>Manager, Applications</td>
<td>January 31, 2010</td>
</tr>
<tr>
<td>Julianne Hultzen</td>
<td>Analyst/Programmer 3</td>
<td>June 30, 2010</td>
</tr>
<tr>
<td>Zoe Johnson</td>
<td>Analyst/Programmer 3</td>
<td>January 31, 2010</td>
</tr>
<tr>
<td>Cris Landgraf</td>
<td>Manager, IT Technical Support</td>
<td>June 30, 2010</td>
</tr>
<tr>
<td>Peter Lucero</td>
<td>Analyst Programmer 2</td>
<td>July 31, 2009</td>
</tr>
<tr>
<td>Jean Russell</td>
<td>Analyst Programmer 3</td>
<td>April 30, 2010</td>
</tr>
<tr>
<td>Anne Snider</td>
<td>Database Coordinator</td>
<td>April 30, 2010</td>
</tr>
<tr>
<td>Veda Perea</td>
<td>Operations Specialist</td>
<td>May 31, 2010</td>
</tr>
</tbody>
</table>
IT Full-Time Equivalent Employees

As of June 30, 2010

<table>
<thead>
<tr>
<th>IT Unit</th>
<th>Regular Full Time Staff</th>
<th>Regular Part Time Staff</th>
<th>Term</th>
<th>Temporary Staff</th>
<th>Students</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>CIO</td>
<td>14</td>
<td></td>
<td>1.25</td>
<td>0.25</td>
<td>15.5</td>
<td></td>
</tr>
<tr>
<td>Classroom Technologies</td>
<td>9</td>
<td></td>
<td></td>
<td>18.84</td>
<td>27.84</td>
<td></td>
</tr>
<tr>
<td>Applications</td>
<td>41</td>
<td>2</td>
<td>4.25</td>
<td>0.09</td>
<td>47.34</td>
<td></td>
</tr>
<tr>
<td>Platforms</td>
<td>24</td>
<td></td>
<td>4.25</td>
<td>0.09</td>
<td>38.67</td>
<td></td>
</tr>
<tr>
<td>Customer Service</td>
<td>29</td>
<td>0.75</td>
<td>1</td>
<td>7.92</td>
<td>38.67</td>
<td></td>
</tr>
<tr>
<td>Networks</td>
<td>23</td>
<td></td>
<td>1</td>
<td>7.92</td>
<td>28.15</td>
<td></td>
</tr>
<tr>
<td>Security &amp; Q/A</td>
<td>9</td>
<td></td>
<td>1</td>
<td>1.34</td>
<td>10.34</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>149</strong></td>
<td><strong>2.75</strong></td>
<td><strong>0</strong></td>
<td><strong>6.5</strong></td>
<td><strong>35.12</strong></td>
<td><strong>193.37</strong></td>
</tr>
</tbody>
</table>
IT Professional Activities

Information Technologies (IT) staff participated in the following conferences, professional development seminars, training and meetings on IT and technical related topics pertinent to the IT services provided.

Professional Activities and Meetings

2009 ACUTA Summit on Unified Communications and Collaboration, July 12-15, Denver, CO
2009 Banner Users Mountain States Conference, Denver, CO, Dec.3-4, 2009
2009 Campus Technology, Boston, MA, July 27-30, 2009
 Educause Security Conference, February 2010
 Educause Southwest Regional Conference, April 2010
2009 NMTIE Conference, Ruidoso, NM October 21-23, 2009
2010 Educause Southwest Regional Conference, Austin, TX, Feb. 17-19, 2010
2010 Higher Education Data Warehousing Conference, Albany, NY, Apr. 17-21, 2010
2010 Pinnacle Users Conference, Chicago, IL, May 9-13, 23, 2010
3Com Training, Stackable LAN Switches V5 Installation and Administration, Los Angeles, CA, March 9-12, 2010
ACUTA 39th Annual Conference and Exhibition, San Antonio, TX, April 18-21, 2010
Apex Info Tech Designing and Deploying Messaging Solutions w/Microsoft Server 2010, Irvine, CA
Apple Executive Briefing, San Jose, CA, May 5-6, 2010
2010 Campus Technology Summit, Phoenix, AZ
CSU and CENIC Meeting
NLR Meeting
NM Business Continuity Steering Committee Meeting on State Networking
Westnet CIO Conference
Executive Sungard Summit 2010, San Francisco, CA
MSI-CIEC All Hands Meeting
Go Green Meeting
Super Computer Awards, Los Alamos, NM
Western Regional Network Meeting
PAETEC 2010 Internet 2 Member Network Meeting, Arlington, VA
CHECS Board of Directors Meeting, ENMU
CHECS Summer Meeting
CHECS Technical Meeting, Las Vegas, NM
Cinegard International Workship
CISCO Wireless LAN Foundation, Santa Clara, CA July 20-24, 2009
Computer Associates Service Management 400 Workshop, Framingham, MA, Aug. 23-28, 2009
Conduct FastInfo Training, Gallup, NM, Oct. 20, 2009
Deploy Firewall Services with Catalyst 6500, Herndon, VA, Nov. 12-13, 2009
DoIT Meeting, Santa Fe, NM, July 7, 2009
DoIT Meeting, Santa Fe, NM Sept. 9, 2009
ENMR Facility Tour and Meeting, Clovis, NM, Mar. 31-Apr. 1, 2010
ESNET Meeting at University of Utah
Global Knowledge Configuring, Managing and Troubleshooting Microsoft Exchange 2010, San Jose, CA
Global Knowledge: Building Cisco Multilayer Switched Networks (BCMSN v3.0), Schaumburg, IL, Sept 14-18, 2009
HDI 2010 Annual Conference and Expo, Orlando, FL, Mar. 16-19, 2010
Internet 2 Fall Member Meeting
ITIL Certifications

Duane Arruti, Director, IT Services  
Mia Boyd, Technical Support Analyst 1  
Tuan Chi Bui, Systems Analyst 2  
Dianne Byrd, Technical Editor  
Carr, Michael, Director, Information Assurance, IT Security & Quality Assurance:  
Sandra Carter-Mayes, Sr. Program Manager  
Eric Castillo, CNS Order Management Rep 2  
Norma Emerick, Accountant 2  
Guerin, Dominic, CNS Order Management Rep 2  
Ricardo Cue, Telecom Facilities Manager  
Susan Elliot, Technical Support Analyst 1  
Miranda Harrison Marmaras, Technical Support Analyst 2  
Linda Johansen, Manager, Applications/Programming  
Candice Lai, Manager, Applications/Programming  
Jodi Melin Maestas, Technical Support Analyst 1  
Reynolds, Mark, Interim Director, Networks  
McGuire, David, Associate Director  
Russell, Esther, Program Specialist  
Servando Pardo, Analyst/Programmer 2  
Angela Ramirez, Systems Analyst 2  
George Thorning, Manager, Communications Technical Services  
Janet Rangel, Analyst/Programmer 2  
Charles Tibbetts, Systems Analyst 2  
Sonya Torrez, Analyst/Programmer 1  
Levon Van Ert, Telecom Facilities Manager  
Jonathan VanPelt, Systems Analyst 2  
Dan Wenz, Systems Analyst 3  
Don Wooster, Telecom Facilities Manager

Professional Certifications and Memberships

Anthony Adams, Technical Support Analyst 2  
Microsoft Certified Professional Microsoft Certified Technology Specialist, Microsoft Certified Technology Specialist: Microsoft Windows: Vista Configuration, CompTIA network Certified professional, RHA Supporting Linux Workstations, RHA Linux Fundamentals  
Shirley Alexander, Senior Operations Manager  
Member, Society For Human Resources Management (SHRM), Member, Human Resources Management Association of New Mexico (HRMA), Member, The American Society For Training & Development (ASTD), Member, New Mexico Mediation Association (NMMA)  
Valerie Anzalone, Administrative Assistant 3  
Securing Private Data CBT Training Certificate

Duane Arruti, Director, IT Services  
Large School Consortium

Michael Burlison: IT Security Analyst  
GCIH Certification: GIAC Certified Incident Handler from SysAdmin, Audit, Network, Security (SANS).
Mike Carr, Director, Information Assurance
IT Security & Quality Assurance: Certified Information Privacy Professional (CIPP) from the International Association of Privacy Professionals

Jeff Gassaway, Information Security Officer
Certified Information Privacy Professional (CIPP) from the International Association of Privacy Professionals.

Moira Gerety, Director, IT Services
Emergency Management Institute Certification

Jane McGuire, Strategic Planner
Certificate of Advertising, Promotions and Marketing Communications, ASM

Janet Rangel, Analyst/Programmer 2
UC4 Certified Professional Examination

Esther Russell, Program Specialist
Grantsmanship Training Program Certification

Deborah Sartin, Technical Project Manager
Process Management for Organizational Effectiveness Certificate