Information Technologies

Annual Report

FY 2010-2011

Gil Gonzales, Ph.D., Chief Information Officer

http://it.unm.edu

http://cio.unm.edu
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.

IT Organization Overview

In March, 2011, the CIO refined the organizational changes that had begun in 2009. One director position was eliminated, and the functions under that position were distributed among other directors. At the same time, Tammy Jo Martinez was hired to lead Customer Support Services for IT. TJ held a similar position at CNM and most recently led large projects for the State of New Mexico. Michael Carr served as Director of Platforms during the entire fiscal year, but left UNM on July 6, 2011, to accept a position elsewhere.
2010-2011 Annual Report

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I  Executive Summary

Education is New Mexico’s single most effective strategy to ensure that the workforce of tomorrow is skilled, knowledgeable, entrepreneurial, innovative, confident and prepared to succeed in the 21st-century job market. UNM must deliver quality instruction to students, support faculty with access to quality instructional tools and techniques, and support researchers as they lead in and respond to the accelerating pace of discovery in science, medicine, engineering and the humanities. IT services, from networking, data centers, computing platforms and administrative applications is at the heart of quality delivery and tool sets that are not only the foundation of the educational enterprise, but are strategic to student academic and professional success.

In the 2010-2011 fiscal year IT provided cost-efficient solutions across the board, sharing our vision to connect, innovate and serve all of UNM. The 2011 fiscal-year was typified by listening and responsive leadership in IT to our constituent groups.

- **Students.** Through surveys and focus groups, students set IT priorities in the areas of software licensing, student computing, wireless services, printing, and webmail performance
- **Faculty.** Increased work with Learning Environments and faculty computer use groups led IT to develop improved course Grade entry applications into Banner, deploy instructor consoles in 90% of centrally-scheduled classrooms, and secure licensing for MS Office for faculty & staff
- **Researchers.** Working with research faculty in Computer Science and the Center for Advanced Research Computing to stand up an IP v6 research network for federally-funded research, and securing purchase agreements for computers used in research at great discount through LoboMart
- **Departments.** Web content management was jointly deployed with University Communication and Marketing. Administrative enhancements in Banner positively impact departments across all campuses.
- **Containing costs** for greater efficiencies in the campus use of IT, the new Director for IT Customer Support services, TJ Martinez will streamline and strengthen IT support and communication surrounding beneficial projects such as network edge switch upgrades, and the collaboration to improve IT support across the UNM Hospital, Health Sciences and all of users of main campus IT services. IT is also reducing electrical consumption through increased virtualization, establishing peering to reduce networking costs, managing software licenses that make more software available to campus, documenting disaster recovery procedures, providing timely information from the IT Service Desk to better support IT customers, and tightening up Banner security.

IT will continue to deliver improved, scaled and cost-effective services in FY12 to the benefit of UNM education, research and economic development. IT will also expand the deployment of ITIL principles in service and resource management, and certify staff members in all IT service component areas. IT rises to the challenges of budgetary constraints as we deliver the promise of technology to the UNM higher education and research enterprise.
II IT Services Overview

Services delivered by IT span many technologies and provide essential underpinning for UNM’s academic, administrative and research enterprises.

The IT Service Desk is the single point of contact for all services provided by the IT department, with both a self-service knowledgebase where information can be accessed, and Agents who handle calls that are queries, incidents or service requests.

<table>
<thead>
<tr>
<th>Customer Assists</th>
<th>FY2011 Volume</th>
<th>% change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone Assists</td>
<td>108,300</td>
<td>-23%</td>
</tr>
<tr>
<td>Chat Assists</td>
<td>6,213</td>
<td>9%</td>
</tr>
<tr>
<td>Ask A Question Assists</td>
<td>5,929</td>
<td>-4%</td>
</tr>
<tr>
<td>FastInfo hits on IT Questions</td>
<td>110,170</td>
<td>.2%</td>
</tr>
<tr>
<td>Total Assists</td>
<td>230,612</td>
<td>-12%</td>
</tr>
</tbody>
</table>

Service requests increased 43% in fiscal year 2011 to almost 34,000. 188 routine (during the published maintenance window or scheduled well in advance) changes were made this fiscal year. 67 emergency changes were accomplished often to fix outage situations.

Incidents and trouble tickets decreased 31% overall to 8,123. 95 major priority 1 incidents also decreased by 30% and were distributed across service areas as follows:

<table>
<thead>
<tr>
<th>Unplanned Outages</th>
<th>% of 95 Total P1s</th>
</tr>
</thead>
<tbody>
<tr>
<td>Network in Zones and Buildings</td>
<td>28%</td>
</tr>
<tr>
<td>LoboWeb/Banner/Portal</td>
<td>18%</td>
</tr>
<tr>
<td>Hosting Infrastructure</td>
<td>17%</td>
</tr>
<tr>
<td>WebCT</td>
<td>9%</td>
</tr>
<tr>
<td>E-Mail</td>
<td>5%</td>
</tr>
<tr>
<td>Voice Infrastructure</td>
<td>4%</td>
</tr>
<tr>
<td>Reporting</td>
<td>4%</td>
</tr>
<tr>
<td>All other services</td>
<td>15%</td>
</tr>
</tbody>
</table>

Security & Access Services

IT provisions accounts for students, faculty and staff. Currently over 82,000 accounts are active, showing a 6% increase over last year, and an 18% over the past five years. Maintaining passwords continues to be a primary service provided at the IT Service Desk: almost 29,000 agent-assisted passwords changes were made, up 16% from last year. Self-serve password resets also increased by 4,000 to a total of 126,474 in FY2011.

IT protects access to UNM data, to the wireless network, to ERP functions and to many more UNM services through NetID authentication.

IT also works with Human Resources, Legal and specific departments across all campuses in the events of copyright infringement notifications, departmental machine compromises, administrative security investigations involving IT resources and malware, intrusion and phishing attempts, resolving hundreds of these issues annually.

Applications & Web Services

IT develops, implements, and maintains applications and databases, as well as the web infrastructure for UNM enterprise administrative systems, and innovative Web 2.0 and mobile applications. Web usage continues to increase as more departmental information and services are offered on the Web across UNM departments. My.unm.edu weekday concurrent logins increased in both the mean (9%) and the peak (7%) to 1,042 and 1,880 respectively.
Almost 70,000 of the 82,000 NetIDs have access to LoboWeb, accessible from my.unm.edu. Following is a sample of the transaction volume in this fiscal year:

<table>
<thead>
<tr>
<th>Banner Transactions</th>
<th>FY2011 Volume</th>
<th>% Change, (if avail)</th>
</tr>
</thead>
<tbody>
<tr>
<td>NetIDs eligible for LoboWeb</td>
<td>69,925</td>
<td>3%</td>
</tr>
<tr>
<td>Payroll Transactions</td>
<td>318,563</td>
<td>6%</td>
</tr>
<tr>
<td>Student Applicant Test Scores</td>
<td>247,237</td>
<td>-22.5%</td>
</tr>
<tr>
<td>Registration adds/drops</td>
<td>1,153,629</td>
<td>-60%</td>
</tr>
<tr>
<td>Grades recorded</td>
<td>364,644</td>
<td>24%</td>
</tr>
<tr>
<td>Bursar transactions</td>
<td>1.8M</td>
<td>-9%</td>
</tr>
<tr>
<td>Touchnet transactions</td>
<td>41,000</td>
<td>-16%</td>
</tr>
<tr>
<td>POs issued</td>
<td>18,599</td>
<td>-16%</td>
</tr>
<tr>
<td>PCard transactions</td>
<td>159,576</td>
<td></td>
</tr>
</tbody>
</table>

As servers are virtualized, and the application load on multiple servers balanced, the IT infrastructure provides a consistent, reliable, and ‘green’ platform for applications. Kilowatt consumption declined 3.5% because of virtualization, which also reduced the number of physical server class units by 8.6%.

Disk space was also acquired to support enterprise applications, as well as many more applications running on virtual servers and hosted for departments. Webmail disk usage alone increased 25% to 3,026 GB.

**Computer Classrooms & Lab Services**

IT provides technologies and services for classrooms and computer labs. This includes 13 registrar-scheduled computer classrooms and seven labs, and the instructor podiums in almost 100 generally-scheduled classrooms. IT offers students access to more computing resources – computers, printers and academic software – than any other campus IT service provider. IT facilities are also scheduled by the Registrar for regularly-scheduled classes. [http://it.unm.edu/pods](http://it.unm.edu/pods) contains more information.
**E-Mail & Calendar Services**

IT provides WebMail campus e-mail for 37,700 active users, and GroupWise e-mail and calendar for 3,910 users, up 9% from last year. As spam houses have been shut down, spam has decreased again this year by 43%, or 62% over the last five years. Total e-mail increased surprisingly at UNM by 14,000,000 messages this year, up 20% after spam is filtered.

**Networking Services**

The wired and wireless campus network infrastructure for voice, video and data communications is designed, developed and maintained by IT. Network traffic is also managed and monitored for the utmost efficiency. The UNM network is relied upon by everyone on all UNM campuses, and by everyone who does business with UNM, including our peer institutions in the state. UNM’s network was available 99.9999% (four "9"s) of the year, with only one, 41-minute availability interruption.

In this fiscal year, peering was established through the Western Regional Network (WRN) and other collaborations. Peering provides more direct routing of network traffic according to destination, avoiding costs associated with sending traffic through commodity, NLR or Internet2 (I2). Peering saved UNM an estimated $67,000 this year.

IT can establish separate networks to serve specific research, grant or business strategies, including IPv6 and unfiltered networks. If departments don’t have $8K for a new server, IT can host a virtual server for research or departmental use, as well as co-locate a rack-mounted physical server in the environmentally-controlled and secure data center environment.

**PC Hardware & Software Services**

Desktop hardware and software purchase, licensing, hardware maintenance, and end-user support are core IT services delivered across UNM. The Dell campus purchase agreement continued to contain costs this year with $427,362 in savings realized by UNM-wide in the purchase of Dell equipment. Dell and Apple warranty work is offered and 1,077 equipment repair work orders were completed in IT’s Hardware Maintenance area on UNM computers.

IT manages the campus licenses for software available either at no cost or at low cost to departments. Semantec Anti-virus software is available by download and at no charge to all departments, faculty, students and staff. Below are examples of pricing and savings of software negotiated through IT, and more academic software is available to departments. Find more information at [http://it.unm.edu/download](http://it.unm.edu/download).

<table>
<thead>
<tr>
<th>Software Pricing</th>
<th>IT Price</th>
<th>Bookstore</th>
<th>Retail</th>
</tr>
</thead>
<tbody>
<tr>
<td>MS Office to Departments</td>
<td>$15</td>
<td>$99</td>
<td>$350</td>
</tr>
<tr>
<td>Adobe Acrobat X</td>
<td>$65</td>
<td>$120</td>
<td>$500</td>
</tr>
<tr>
<td>Adobe Creative Suite</td>
<td>$403</td>
<td>$449</td>
<td>$1,900</td>
</tr>
</tbody>
</table>
Phones & Pagers Services

IT provides land-line and cellular telephone and pager services. Voice service usage is high, but continued to decrease in FY 2011 as departments monitored services to contain costs, moving from land-lines to reimbursing individuals for business use of personal cell phones.

This service is highly reliable with only four major outages in FY 2011.

Professional Services

These are not self-delivered services as they require technical expertise and personal interaction. These widely-used services include administrative reporting, database management, election and survey software, faculty course evaluation, test scoring and scanning, hosting and co-location for servers and applications, security assessments, and voice and data services for events.

IT manages technical student staff who support the IT needs of 18 departments and UNM West. These Field Agents have provided over 6,200 hours of IT work at great cost-savings to departments.

Scanning services are widely used for test-scoring, although quizzes are also offered directly through WebCT/Vista. Faculty course evaluations, used to support tenure track faculty, are collected online, as well as on scanned forms. The demand for scanning is expected to continue to decrease as online data collection increases.

The online survey tool, Opinio, was used for over 700 academic and administrative surveys this year, not only within the University, but also externally. This tool has also been used in student and faculty elections and polling. IT provides training on the survey tool and supports people who need help building surveys.

Departments and researchers needing secure, backed-up storage can rent disk space in the quantities needed. Look for “Storage & Backups for Data” under Professional Services at http://it.unm.edu.
III  Accomplishments in 2010-2011

IT continues to deliver on its charge to provide technology leadership across the University. Specifically, the CIO and IT are leading the University in attempts to realize efficiencies in technology spending. The CIO Office champions consolidating email server management and improving email, messaging and calendar communication for all students, faculty and staff. The CIO’s office is not only aligning with student computing needs for wireless laptop and mobile device services, but also advocating for the student voice in academic forums where technology infrastructure is essential for student success, such as on capital projects, faculty learning environments and student computing across campus.

Following are some of the specific accomplishments that demonstrate how IT connects, innovates and serves the UNM and higher education communities in the State.

CONNECT

IT Brings High-Speed Network to Navajo Nation
IT’s Albuquerque GigaPop (ABQ-G) expanded network services to two Navajo Nation educational institutions. Navajo Preparatory School and Navajo Technical College both acquired Internet access and telecommunication services for education and research. As both schools serve a diverse and mostly rural population in and around the Four Corners region, having high-speed Internet connectivity will help develop and connect with other educational institutions and collaborations, leverage existing technological assets, and generally innovate network access to other rural locations throughout New Mexico.

Second Annual Cyberinfrastructure Day
For the second year in a row, IT hosted the second annual Cyberinfrastructure Day at UNM on April 29, 2011. The event, designed to showcase cyberinfrastructure and its role in connecting higher education, featured numerous UNM faculty and IT staff from main, branch and north campuses sharing ideas and innovative new uses of cyberinfrastructure and technology especially for research.

IT Launches 1st Annual Technology Days
In July, 2010, IT brought University IT professionals and power users together to share knowledge and information on the technologies in use and in the vanguard at UNM. Over 50 attendees attended this two-day event.

Network switch upgrades continue
IT continued its priority network upgrades across campus, upgrading switch connections in numerous buildings across campus. The upgrade improves network speed and performance for all users, both wired and wireless.
Lobo WI-Fi wins Lo Mejor Award Three Years in A Row
The efforts of UNM IT’s Network Group were awarded for the third time in three years with the Daily Lobo’s Lo Mejor Award. The Lo Mejor Award was given to Lobo Wi-Fi for best wireless access, and is based on the Daily Lobo’s annual survey of readership, mostly students.

INNOVATE

IT Joins National Green IT Program
Information Technologies has joined the State Electronics Challenge (SEC), a voluntary program that encourages state governments, schools and other public entities to purchase greener electronic products, reduce the impacts of electronic products during use, and manage obsolete electronics in an environmentally safe way. The SEC provides resources and technical assistance for improving electronics-management practices, and offers annual recognition to members that have achieved specific goals.

LoboMobile Smartphone App Debuts at UNM
LoboMobile, UNM’s smartphone application, debuted on campus to very positive response. LoboMobile allows students, faculty, and staff to access essential campus information and services, anytime, anywhere, on a smartphone or iPad/iPod Touch. Also available are campus maps, a real-time schedule of UNM shuttle and ABQ Ride bus routes and times serving the UNM campus, social networking sites like Facebook, Twitter and YouTube, UNM’s online directory, and a University Libraries Catalog Search function that allows users to search, check out and reserve over two million publications by keyword, title, author or subject. As well, the Daily Lobo, UNM’s student-run newspaper, is now available on LoboMobile.

SERVE

COST Containment Exercise
IT held a cost containment exercise in the aftermath of University-wide budget cuts. IT services for students and faculty continue to our priority although, since 2008, IT staff have been reduced by 25 FTE and the budget has been cut significantly. Support Center and Student Computer lab and classroom hours were reduced on weekends and evening during low-use period. IT tech support for students is limited to one hour at this time. IT service request response times were reprioritized, with security incidents, service outages taking precedence over network port activations, firewall modifications, fire inspections, and application development.

Identity Management Initiative
IT’s Identity Management initiative, aimed at increasing student data security on campus, recently implemented a longer password requirement, and synchronized passwords with Active Directory and LDAP installation on work and academic systems.

Student Print Credit Rollover
IT collaborated with ASUNM, HSLIC, University Libraries and Residence Life and Student Housing to bring improved print services to the UNM community. During Spring 2011, students saw any remaining print balance on their Lobo cards left from the previous semester roll over to their new balance for the spring. Previously, the print balance
was not carried forward. ASUNM and other student groups across campus expressed appreciation for this initiative and its assistance in maintaining academic productivity.

Supercomputing Conference Features IT and CARC Collaboration
The 2010 Supercomputing Conference, held in New Orleans, Louisiana, featured a collaborative effort between UNM IT and the Center for Advanced Research Computing (CARC), in the shape of a poster giving a detailed overview of networks and cyberinfrastructure, how they are connected, and how this collaboration promotes innovative, cutting-edge advances in computation, network storage and analysis.

Student Computing Fees Contribute to Stronger Wireless Network on Campus
Student computing fees were designated for network enhancements, resulting in a $150,000 wireless network enhancement aimed at strengthening existing wireless and bringing it to many other areas on campus, and $50,000 for expanded printing on campus, including wireless printing which takes effect Fall 2011.

Web Content Management Pilot completed in October
The Web Content Management System (WCMS) was launched across campus in July, with extensive training ongoing. Numerous web pages for different departments have been converted to WCMS, with IT taking over the CIO and Events web pages. IT will redesign its entire site utilizing WCMS in late 2011.

Migrations to Active Directory
The total number of UNM Departments that migrated to Active Directory totaled 58. Approximately 45,050 computers were migrated, 82,605 users, and 1,229 groups also migrated, setting the stage for a comprehensive, campus-wide e-mail and calendaring system implementation in 2012.
IV Plans for 2011-2012

IT will deliver numerous upgrades and improvements through 2011 and into 2012. These improvements will benefit students, faculty and staff both short-term and in the long run.

**LAPTOP COMPUTING SERVICES**
Additional wireless access points, power outlets, printers and printing services will be available in more highly-used, common locations on campus such as the SUB, Mitchell Hall, Dane Smith Hall and the Libraries. IT is working with building owners to implement these upgrades requested by students. Students will also be able to print from their laptops when they authenticate with the NetIDs. These initiatives are also funded by student fees. See [http://cio.unm.edu/initiatives/students.html](http://cio.unm.edu/initiatives/students.html) for more information.

**NO COST ANTI-VIRUS SOFTWARE** UNM IT has renewed the University-wide license for anti-virus software that is available at **NO COST** to all UNM students, faculty and staff. Anti-virus software can be put on both UNM and home-use computers. UNM community members can authenticate and download the latest version of this software at [http://it.unm.edu/download/](http://it.unm.edu/download/)

**CNM/UNM ELECTRONIC TRANSCRIPT TRANSFER**
Transcripts will be transferred electronically between UNM and CNM, facilitating enrollment and credit exchange.

**TOUCHNET EXPANSION**
Payment management and cashiering is being offered to students through Touchnet, as well as improved access from mobile devices.

**DORM WIRED NETWORK PACKET SHAPING**
UNM gets 10-15 copyright complaints per month, potentially costing students a minimum of $3,500 per violation. Following best practices to protect students from illegally sharing downloaded files and from the negative legal consequences of copyright violations, Student Life is implementing network traffic shaping in the Fall, 2011, in order to deter illegal downloads. Contact Student Life with any questions [http://housing.unm.edu/](http://housing.unm.edu/).

**SOFTWARE IN IT COMPUTER CLASSROOMS & LABS**
Faculty can request academic software be loaded in centrally-scheduled IT Computer classrooms and labs (Pods). See [http://it.unm.edu/pods](http://it.unm.edu/pods) or call the IT Service Desk at 277-5757 for detailed information on the process.

**GRANT FLEX EFFORT CERTIFICATION IN BANNER**
As of early August, 2011, work against grants will be able to be reviewed and certified online in Banner Self-Service. This will be available through [http://my.unm.edu](http://my.unm.edu).
**GROUPWISE CALENDAR AND EMAIL SYNC PILOT FOR ALL MOBILE DEVICES** “unm.edu” GroupWise users on mobile devices, such as iPhone, iPad and Droid, will be able to sync with GroupWise as of the beginning of Summer.

**LOBOMOBILE PHASE II** Look for more smart-phone apps through http://it.unm.edu/lobomobile such as IT Computer Lab seat availability, a self-guided UNM campus tour, LoboCa$h Perks and Benefits.

**BUILDING NETWORK SWITCH UPGRADES** IT is in phase III of upgrading building switches. These upgrades improve network performance inside UNM buildings and provide additional functionality to improve resilience. When this phase is completed, almost 50% of campus buildings will have been upgraded. This refresh project will continue through 2012.
V Staff Transitions

Appointments & Separations

New Director of Customer Service
IT hired Tammy Jo (TJ) Martinez as its Director of Customer Service. Martinez, a UNM graduate, brings significant experience as a project and customer service manager to the position. She has a Masters of Public Administration from UNM, and a Bachelor of Business Administration in Management of Information Systems from the Anderson School of Management, UNM. Her background in IT project management and oversight includes tenure with the New Mexico Department of Health, Central New Mexico Community College (CNM), the UNM Valencia Campus, and WICK Communications.

Separations:
Theresa Sanzone 07/05/2010
Andrew McAllister 7/23/2010
Pam Mirabal 01/10/2011
Fran Carusone 01/31/2011
Mickey Tibbetts 01/31/2011
Tracy Hart 02/04/2011
Gabe Rael 06/24/2011
Laura Olszewski 04/15/2011
Sandy Carter-Mayes 04/30/2011
Angela Ramirez 04/30/2011

New Hires:
Gordon Pegue 10/18/2010
Kim Waseta 12/13/2010
Jared Galbraith 03/14/2011
TJ Martinez 3/21/2011
David Einerson 05/14/2011
Eric Isler 05/21/2011
Jermaine Grayson 05/28/2011
Ochressandro Rettinger 05/31/2011

Outside Professional Activities

Mike Burlison, IT Security Analyst, Certified Information Systems Professional (CISSP) certification from the International Information Systems Security Certification Consortium, (ISC).

Dianne Byrd – Knowledge Centered Support Principals Training

Julian Cantor – Help Desk Institute (HDI) Support Analyst Training, Blackberry Enterprise Server 5.0 for Administrators

Eric Castillo – Help Desk Institute (HDI) Support Analyst Training, Blackberry Enterprise Server 5.0 for Administrators

Susan Elliott – Seven Habits for Highly Effective People, UNM IT Project Management, FAMIS, Conflict Management, Disney’s Approach to Quality Service

Norma Emerick ITIL v3 Foundations Certification

Larry Fernandez – Help Desk Institute (HDI) Support Analyst Training and Certification

Jeff Gassaway CISSP and CIPP Certification (Certified Information Privacy Professional) through the International Association of Privacy Professionals.

Jerry Gonzales – MBA, Microsoft Certified Systems Engineer

Dominic Guerin – ITIL v3 Foundations Certification, Help Desk Institute (HDI) Support Analyst Training, Blackberry Enterprise Server 5.0 for Administrators

Miranda Harrison-Marmaras – Knowledge Centered Support Principals Training


Jodi Maestas – HDI Certified Support Center Team Lead, UNM Management Academy

Pearl Madrid – ITIL v3 Foundations Certification, Help Desk Institute (HDI) Support Analyst Training

Chris Martinez – ITIL v3 Foundations Certification, Help Desk Institute (HDI) Support Analyst Training and Certification
Dominic Martinez – ITIL Version 3 Foundations Certification
Kirsten Martinez ITIL v3 Foundations Certification
David McGuire – MBA, ITIL v3 Intermediate: Operational Support Analysis Certification
Jane McGuire ASM certificates in Quality Management, and Promotions, Advertising and Marketing
Rebecca McKinney – ITIL v3 Foundations Certification
Joe Montoya – Help Desk Institute (HDI) Support Analyst Training
David Moomey – ITIL v3 Foundations Certification, Help Desk Institute (HDI) Support Analyst Training
Derek Mora – Help Desk Institute (HDI) Support Analyst Training
Parveen Nagji - C-Cure 800/8000 System Manager Training
Patrick Martin Patten completed MBA
Joseph Quintero - Crestron Digital Media’s Certified Designer certification
Mark Reynolds – RCDD (Registered Communication Distribution Designer), ITIL v4 foundations certification, NEC users group president, ACUTA Director at Large, Licensed JS7 and 8 journeyman
Andrea Rodgers – Knowledge Centered Support Principals Training
Esther Russell - ITIL v3 Foundations Certification, American Grant Writers Association Grant Writer certification
Margaret Sheets - Certificates of completion: Excel and Financial Reporting for Non-Financial Professionals
George Thorning – RCDD (BICSI Registered Communications Distribution Designer, BICSI Regional Nominating Committee Representative, UL Technical Standards Panel Member, ACUTA NM membership, ITIL v2 Foundations Certificate
Levon Van Ert – ITIL v3 Foundations Certification

Professional Affiliations of IT Leadership

Gil Gonzales, Ph.D., CIO: Board of National Lambda Rail, co-founder of the Western Regional Network collaboration
Moira Gerety, MBA, Deputy CIO
Louis Sullo, MBA, Director of Networks
Mike Carr, JD, MBA, CISPP, CIPP, Director of Platforms
TJ Martinez, MPA, Director of Customer Support Services, HDI Support Center Director Certification
Duane Arruti, MBA, CPA, Director of Applications

Staff Distribution

<table>
<thead>
<tr>
<th>Area</th>
<th>Regular Full Time</th>
<th>Part-Time</th>
<th>Temp</th>
<th>Student FTE</th>
</tr>
</thead>
<tbody>
<tr>
<td>CIO</td>
<td>3</td>
<td></td>
<td></td>
<td>1.9</td>
</tr>
<tr>
<td>Planning &amp; PR</td>
<td>2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Comptroller</td>
<td>5</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Customer Support Services</td>
<td>26</td>
<td>1</td>
<td>1</td>
<td>14.3</td>
</tr>
<tr>
<td>Networks</td>
<td>22</td>
<td>1</td>
<td></td>
<td>3</td>
</tr>
<tr>
<td>Classroom Technologies</td>
<td>6</td>
<td>2</td>
<td></td>
<td>21.5</td>
</tr>
<tr>
<td>Platforms</td>
<td>27</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Security</td>
<td>3</td>
<td>1</td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>Applications</td>
<td>45</td>
<td>1</td>
<td></td>
<td>.25</td>
</tr>
<tr>
<td>Total</td>
<td>147</td>
<td>1</td>
<td>7</td>
<td>42</td>
</tr>
</tbody>
</table>