

## EXECUTIVE SUMMARY

- ITS achieved significant accomplishments during FY 2007-2008.
- ITS, in partnership with core offices, completed the six-year Project LINK with the successful implementation of the HR/Payroll modules. This was followed closely by the Budget System implementation, which included Budget Development and Salary Planner, providing financial insight to the key UNM resource - *people*.
  - Wireless networking services were expanded in outdoor and indoor spaces across campus with the help of a \$750,000 contribution from New Mexico Educators Federal Credit Union. ITS concurrently implemented wireless in many other buildings, resulting in the majority of the being on standard-compliant wireless.
  - Data and voice, wired, and wireless infrastructure were implemented in Pearl Hall, Centennial Engineering and many remodels representing over 10,000 data connections.
  - Student One Stop web application and customer support center were designed and implemented with and in support of Enrollment Management.
  - Customer-facing service enhancements
    - Service catalog standardization defined all ITS services.
    - Upgraded FastInfo knowledgebase software and Peregrine for incident handling.
    - Implemented Instant Messaging for customer support.
  - Infrastructure of core services
    - Improved network and system reliability and availability resulted from network equipment upgrades, improved system monitoring, and the Data Center UPS implementation.
  - Network bandwidth to the branches was increased at no cost, thanks to analysis provided by the Networking Group.
  - Alarms were upgraded in dorms and buildings across campus.
  - The benefits of the PBX upgrade in 2006 were seen in reduced voice network issues.

Significant changes in leadership and management personnel throughout the organization also took place this fiscal year. Notably, Michael Carr, JD, was hired as Director of Information Assurance to address the significant IT security and privacy issues on campus. Ronald Compher was hired as Financial Officer. Gilbert Ramirez Gonzales began as CIO on August 18, 2008, after a national search for this position.

Other major accomplishments include:

- Banner administrative system enhancements were implemented in all major areas: Finance, Student, Financial Aid, HR/Payroll and Budget.
  - Advancement implementation began.
  - Performance optimization for reporting, batch processing and runaway queries.
  - Migration of historic student data from the IBM Mainframe to be accessible from Oracle reporting systems, and retirement of the IBM mainframe.

### Future Priorities

Priority plans for FY 2008-2009 address foundational improvements to core ITS services, including strengthening the core network infrastructure, implementing Network Access Control for wireless services, Active Directory and password synchronization, patch management in ITS via LANDesk, and campus software licensing.

Other projects planned for the next fiscal year include infrastructure planning and upgrades for classroom modernization in Mitchell Hall, UNM West, and the new Cancer Center (CRTC II); the PIT remodel; upgrades at Lands West and the Institute for Film and Digital Media at Mesa del Sol; and technology system upgrades and modernization for the Student Success Center, among others.

---