2008-2009 Annual Report

IT @ UNM INFORMATION TECHNOLOGIES

Gil Gonzales, Ph.D., Chief Information Officer
IT Mission

Information Technologies serves the teaching, research and administrative missions of the University of New Mexico through the effective deployment of information technology. IT’s primary mission is to provide quality and professional IT services across all campuses of the UNM community through reliable, scalable technology and timely solutions to customer needs.

Principles guiding IT include:

- Access, support, privacy, and security to all University IT customers.
- Cost-effective IT services and use of IT resources across UNM.
- Support of UNM's mission, goals, and values.
- Coordinated IT leadership, listening and planning.
- High IT standards for UNM.

Dedication

We dedicate this publication to honor the memory of our colleague and friend, David Northrop, former Associate Director for IT Platforms. An IT internship is being established by IT colleagues to carry on his legacy.
Executive Summary

Technology has changed how people do business since its earliest beginnings. IT, like UNM, has seen many changes in this past year. My tenure as CIO began only six weeks into the 2009 fiscal year, just as both UNM and the State focused attention on tuning priorities and budgets for cost-effectiveness in a new economic setting.

In line with President Schmidly’s priorities and my commitment to provide strong leadership for IT at UNM, we established priorities to strengthen the IT infrastructure and IT services. These included hardening the data network by redesigning the core network tier for increased resilience, and implementing network access control. Along with expanding wireless coverage both in classrooms and dorms, wireless bandwidth is both more secure and conserved for the UNM community. Students recognize and value this by voting Lobo-WiFi “Lo Mejor” in the Daily Lobo survey!

IT focused many resources on increasing administrative efficiencies and security: The Finance Budget Planner, Foundation’s fundraising modules, stabilizing the HR modules, increasing storage, responding to audit findings, working across Banner modules to bring race and ethnicity coding into federal compliance, upgrading Hyperion, and preparing all other Banner components for the Banner 8 upgrade in 2010.

We have broadened our technical partnerships by reaching out, not only across University campuses, but also within the State, and to our peer institutions. We are making progress toward increased collaboration in all these areas to ensure UNM’s flagship role with integrated, seamless IT services from the desktop to high-performance computing. We value the contributions of our advisory committees and are enjoying a new era of open communication and strategic conversations.

We recognize and are rising to the challenges of budgetary constraints. We are reorganizing to realign resources strategically to gain efficiencies and continue delivering quality services. In this coming year, UNM will see new IT services deployed, increased buying power for hardware and software, and continued strengthening of network and infrastructure as well as customer services.

Beyond financial stress, IT experienced personal loss in 2008 with the unexpected death of David Northrop, Associate Director of Computing Platforms. He was a key employee and is missed both for his leadership and his technical expertise.

I speak with confidence for all the IT staff that we at IT are grateful for the opportunity to serve UNM, and we are passionate, driven and committed to success in delivering world-class academic, research and administrative IT services for UNM.

Gil Gonzales, Ph.D., CIO
IT Organization Chart FY09

Below is the organization as of June, 2009. Leadership was developing a new structure at that time to roll out in FY 2010.
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I: Accomplishments in IT Services

Applications & Web Services

These services include development, implementation, and ongoing maintenance of enterprise-wide administrative applications and databases. IT works to improve the functional steering and support of Banner administrative systems, and manages the implementation, maintenance and upgrading of online applications. The IT department provides UNM NetIDs to all individuals affiliated with UNM, UNM departments, and chartered student organizations. These NetIDs provide access to applications, as well as the network and e-mail. IT supports business solutions and infrastructure for administrative departments including, Project Consultation, Web Hosting and Utilities, Technical Support Field Agents, and FastInfo knowledgebase.

Servers are added to the IT Data Center to provide a secure, conditioned environment to support applications. This year server class units increased by 18% to 438, although power consumption only increased 14%. Total available disk space increased 43% to 133 Terabytes to accommodate Banner applications, and also e-mail and websites. The IT Support Center facilitates the Student One-Stop center with technical staff, a white board and FastInfo section. Support Center increased service by 18% in telephone/walk-in and on-line assists.

Accomplishments this year include:

- **Student Info** – Enrollment Management has been a high University priority and IT has supported EM with technical and human resources:
  - Staffing the Student One-Stop center at Mesa Vista to answer enrollment-related questions for students.
  - Standing up a new knowledge base containing student-related information.
  - Establishing a Student ‘white board’ with information related to applications.

- **Banner Upgrade Preparation** – In preparation for the Banner 8 upgrade scheduled for 2010, IT has been preparing the infrastructure, testing environments, and upgrading add-on applications. Consistently keeping the application environment and add-on components up-to-date ensures that UNM is positioned for smooth upgrading of Oracle and Banner modules.
- **Hyperion Upgrade** – Hyperion is the primary tool used for routine departmental and ad-hoc reporting. Hyperion was upgraded to version 8.5 in the spring of 2009. This new release added functionality and report tuning utilities, and paves the way for the Banner 8 upgrade.

- **Budget Planner Phase II** – This implementation in the Finance portion of the ERP provides additional features for human resource management and position control.

- **Federal Race & Ethnicity Code Compliance** – Over 60 offices across five UNM campuses and the UNM Hospital are involved in making changes to hundreds of forms, systems, and reports as part of the University’s response to Federal regulation changes concerning race and ethnicity information. IT will be updating dozens of Banner modules and shared components that are impacted to bring Banner into compliance with the new regulations and to receive data from forms which will begin collecting the new information in early August 2009. New forms will roll out through 2010.

- **Web Content Management** – IT partnered with University Communications & Marketing to conduct a selection process for a Web Content Management tool. Final negotiations were in progress with a vendor who met all business and technical criteria at the end of FY09.

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**Classrooms & Labs**

IT provides technology and services for 11 classrooms and six computer labs (Pods) equipped with 503 PCs and Macs combined. All pods are staffed by trained student computer consultants (scons) who can help both first-time and experienced people. IT also provides scanning and surveying tools used for test scoring, surveys and campus elections. IT provides hosting and first-line technical support for WebCT, the campus learning management system. IT provides temporary Net IDs for visiting faculty and campus events, training and learning resources for faculty and students, and faculty course evaluation support for the Provost’s office. Faculty and course evaluations are used in the tenure process in many departments.
Accomplishments this year include:

- **Pod Printing** – As part of UNM’s sustainability efforts to reduce paper and energy waste and use, IT implemented a print management system that requires students to swipe their Lobo Card to release print jobs. Printing remained free for all students across campus, but this process raised consciousness about printing and reduced printing and paper waste associated with uncollected print jobs by 34%. This corresponds to approximately 10 acres of trees, or 1,300 cases of paper. Toner usage decreased along with printing.

- **Desktop Upgrades in Pods** – Approximately 200 new Windows machines were upgraded at the end of Summer Session, 2009. This upgrade enables all the Pods to move to Vista with a centrally-managed image. The latest version of Microsoft Office Suite is implemented in both Macintosh and Windows environments, and is downward compatible to accommodate older document versions students may have.

- **Classroom Modernization** – Mitchell Hall and Woodward Hall are two of the flagship buildings that are undergoing major structural and technological upgrades and modernizations. Wireless access will be available in all classrooms, as well as expanded and improved online interactive classroom features. There will also be a wireless commons area for students. As part of this project, 100 wireless access points expanded wireless availability in 80% of UNM classrooms.

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**E-Mail, Messaging & Calendar**

IT maintains and upgrades e-mail and calendaring systems for everyone across campus as part of offering NetIDs. The e-mail service includes both UNM E-Mail in the portal for students and faculty, and GroupWise for administrators. Spam filtering is done for UNM and salud.unm.edu incoming mail. Group and mass mailing lists are supported using the LSoft tool. Chat services are part of GroupWise and available for technical support. TextMe provides emergency notification via cell-phone text messages to UNM and UNMH faculty, students and staff.

Accomplishments this year include:

- **GroupWise 8 Upgrade** – GroupWise is used at the HSC for over 8,000 faculty, staff and students, and on main campus for 3,500 users. This service is provided from the Hospital, HSC and IT servers that were all upgraded this year to version 8 for additional capabilities. Clients will be rolled out in FY10.
- **WebMail Improvement** – WebMail performance (reliability and availability) was improved by upgrading old servers, stabilizing the environment and standardizing processes. Speed, ease of use, and new features are now available as part of this upgrade.

- **Spam Filtering** – It is interesting to note that at the end of 2008 and early 2009, several notorious “spamhouses” on the Internet were shut down by Federal agencies. UNM noticed a significant drop in spam to filter from over 4 million spam messages per day to under 3.5 million per day. This accounts for some of the drop in legitimate mail (unfiltered spam), but also perhaps the increase in other forms of quick communication: texting, chatting or instant messages, people using more than one email account, and the increased use of cell phones.

### Networking

IT maintains the wired and wireless network infrastructure for voice, video and data communications across campus. Networking includes firewalls and network access control to protect the environment. IT manages UNM’s connectivity to National Lambda Rail and Internet 2 through an aggregation gigapop point at ABQ-G. IT designs network services and their corresponding infrastructure in facilities and remodel projects. IT manages building security and fire alarm systems, data network services for events, and a dial-in modem bank.

The NetID is the basic IT service that provides access to the network, the Internet, e-mail and administrative applications. NetIDs are required of faculty, staff and students to access administrative applications. Students obtain their NetIDs when they are admitted and keep them for at least a semester after they have been registered for classes, to ensure continuity of services and to facilitate their success in completing degree work at their chosen pace. Although NetIDs increased 5%, network bandwidth usage increased 125% as people are more active on the Internet.
Accomplishments this year include:

- **Network Access Control (NAC)** – The implementation of NAC that requires users of the UNM network to authenticate with their NetIDs, strengthens network security and safety for all users, both internally and externally, and reserves wireless bandwidth for authenticated UNM wireless users.

- **Pit Remodel** – The Pit is undergoing a major structural and infrastructure remodel, which when complete, will include wireless access throughout the facility, including wireless ticket-taking capacity for the Pit. This is scheduled for completion in 2010.

- **UNM West** – UNM is offering classes in Rio Rancho as of August 2009 thanks, in part, to the collaborative effort that will bring IT infrastructure, wired and wireless networks, WebCT, and collaborative learning commons to UNM West.

- **CRTC II** – IT worked with project staff to bring voice and data to the new Cancer Research & Treatment facility west of University Blvd that opened in early Fall 2009.

- **Wireless Expansion** – Lobo-WiFi was expanded at the Duck Pond, in most dorms and in almost all centrally-scheduled classrooms, including Dane Smith, Ortega, Education, and Sara Reynolds Halls, to meet the growing demand for access to the network by devices that students bring to campus. The Lobo-WiFi wireless network won the 2008 Daily Lobo’s “Lo Mejor” award for best Free WiFi, beating out Satellite and Flying Star by a wide margin.

- **Core Tier Resilience** – A key strategic project for IT in 2009 was the reconfiguring of the core tier of the campus network to ensure resilience (quick restoration of service) in the event of an outage. This project was completed in June 2009.

- **Increase Bandwidth at Branch Campuses** – IT continues to work with Branch campuses to address and upgrade their networking and infrastructure to deliver services more seamlessly via IT from main campus to the Branches.

**PC Hardware & Software**

IT has negotiated bulk purchasing for software at an average savings per license of greater than 25%. This year IT purchased licenses for all faculty, staff and students to have anti-virus software downloadable for free. IT offers used computer equipment free to departments, and hardware maintenance for warranty and post-warranty service to UNM departments.
Accomplishments this year include:

- **Desktop Hardware Standards** – The first step of managing workstations is to standardize on hardware that is both robust enough for diverse student, instructional and research needs and cost-effective enough to be affordable. IT worked collaboratively to develop an RFP and negotiate models and availability across UNM.

- **Workstation Management** – The second step of managing workstations is to agree on a standard image or software load-set that is functional and flexible enough to be used in most of our academic, administrative and research settings. Once this is in place, desktops can be managed and supported centrally. This standardization was implemented in IT in this fiscal year and will be made available to departments who wish to see the same cost benefits in desktop support in 2010.

- **Microsoft Office** – The IT Department and the UNM Bookstore offered Microsoft Operating System and Office Suite to all faculty and staff members, as well as departments. UNM departments, branch campuses, UNM Hospital and Health Sciences can purchase MS Desktop Suite CDs from Software Distribution for $5.00 apiece, and the UNM Bookstore will sell the MS Desktop Suite to individual faculty and staff for at-home and personal use for $10.00 per CD. The MS Office is available for both Windows and Macs.

- **Active Directory (AD)** – IT began a cross-campus effort to coordinate Windows server management by defining campus standards for an Active Directory “Forest”. IT funded servers and identity management software for departments currently on AD and worked closely with peers in Anderson School to test the design.

**Phones & Pagers**

Landline telephones, cell phones and pager services are offered by IT. Telephone services include a suite of technology for analog and digital phone services, and accompanying voice mail, automated attendants and automatic call distribution for Main, North campuses and off-campus clinics. Cell service is offered through T-Mobile and Alltel/Verizon including a Blackberry Enterprise Server connection for GroupWise users.

Accomplishments this year include:

- **Voice Mail System Change** – IT replaced the voice mail system originally serving Main Campus, University Hospital and off-site clinics, the Health Science Center, Research Park and the Valencia Campus over Thanksgiving Break 2008. Voice mail prompts and other features changed and were upgraded within the new system.
- **PBX Upgrade** – In the spring of 2009, IT replaced the main PBX voice network switch in a flawless upgrade. 20,000+ landlines benefit from this upgrade with a more feature-rich menu of available voice services. 27,539 Voice work orders and projects were completed this fiscal year.

![Voice & Alarm Services Graph]

**Professional Services**

This is the category of services that require technical expertise and collaboration for effective delivery. Professional services include: election software, test scoring, and other scanning, along with the design of scannable forms, technical support for Web developers in the UNM environment, project consultation, reporting, and faculty course evaluation support. Automatically scanned and scored test results are e-mailed to the instructor for free. Charges for printing test results are new this year to recover the costs. Test scoring is provided to faculty from all UNM campuses.

A new service this year is the IT Field Agent program which provides on-site IT services to departments. IT manages and trains staff who ensure that the proper power, environment and security are provided for computing, research, websites and data.

This year IT moved toward tuning and focusing services delivered to campus. Accomplishments include:

- **Survey and Election Tool Upgrade** – IT offers Opinio as a tool to conduct surveys and elections. This tool was upgraded in 2009 to offer more survey and analysis features.
- **Briefcase Demise** – This service, available on the Portal to share files, was able to be demised due to lack of use and the strong presence and convenience of flash drives and USB drives. This also freed up much-needed space on several servers in IT.
- **ITIL Incident and Problem Management** – IT began in earnest this year to bring operational processes to industry standard. ITIL Incident, Change and Problem management practices are being established, provided and shared. Paying attention to how services are defined and delivered has resulted in fewer incidents in their delivery and operation.
Security and Access

This set of services refers to the protection of and access to physical and information assets. IT provides an Information Security Program of policies and practices that address confidentiality, integrity and availability of information on UNM systems and computers. The overall security program includes system monitoring, security incident investigations and a security education outreach program to the UNM computing community.

Accomplishments this year include:

- **Free Antivirus Software** – As mentioned in the software section, Symantec Endpoint Protection (SEP), an antivirus software package, was made available through an IT purchase free of charge to all UNM students, faculty and staff for use on both work and personal PCs and MAC computers. SEP is also available for personal downloads on more than one machine, and provides students a free way to add protection to their computers, as well as an added layer of security to the UNM network.

- **Security Days** – Security Days in October, 2008 was a two-day event highlighting advances in information technology security as well as issues and problems facing the UNM cyber community. In 2008, the Information Assurance staff discussed identity theft issues, PC protection and antivirus options, and made students aware of the importance of protecting themselves, their computers and the UNM network online.

- **Peer to Peer File Sharing Webpage** – Peer to peer file sharing of copyrighted files (songs, videos, intellectual property) is illegal. A new Web page offers information to students on alternative methods and sources for downloading and sharing copyrighted files such as music, movies, TV shows, and software. Part of the mission of the Information Assurance office is to educate and inform the campus community on the dangers and illegality of downloading and sharing copyrighted materials, and also to offer them convenient alternatives to sites like Kazaa and Limewire.

- **IT Forensics Award** – In March, 2009, IT’s Jeff Gassaway received an award from the US Postal Service for expertise in addressing a cyber-fraud case. This recognition is rarely awarded outside of the FBI.

- **Security Awareness** – A monthly guest column in the Daily Lobo on security issues is written by Mike Carr. This publication enjoys broad campus and online readership.
II: Information Technologies Future Plans and Recommendations

In the 2010 fiscal year, Information Technologies will continue to seek efficiencies, both in its own operation and in the IT services delivered across UNM.

**Reorganization** within IT will be completed that is intended to accomplish several major objectives. First of all, the realignment of human resources according to skill sets for the development of new priority IT services, such as consolidating networking staff and standing up a new Web Applications group. The reorganization also recognizes the fundamental importance of Customer Service, the Network and Computing Platforms by elevating these areas to Director-level visibility. Reinstating the Deputy CIO position ensures operational coordination, which is essential to a collaborative organization structure, and provides leadership continuity for the CIO.

**Projects in the Applications** area will focus on preparing and delivering the Banner 8 and accompanying upgrades. Web Content Management will have campus-wide focus as the contract is finalized, the system installed and configured, and college websites come into standard template compliance.

**Capital projects** in progress are scheduled to be completed this year with wide IT participation in the infrastructure: Cancer Research & Treatments Center II, Mitchell Hall, the Pit Renovations and the UNM West campus in Rio Rancho.

Many E-Mail systems exist on campus and it is difficult to find addresses or schedule meetings with faculty, across Lomas or with Branch campus people. IT is launching a collaborative initiative to investigate messaging needs. IT is also upgrading GroupWise to version 8 for client software.

**Networking** will be seeing increased support for branch campuses articulated, additional features of network access control (NAC) implemented and the demise of the free dial-up network service.

**Management and support of desktop computers** takes up too many resources across campuses. IT is taking the first of many steps to reduce purchasing and maintenance costs by standardizing desktop computer hardware and software purchasing, imaging and maintenance. Negotiating with Dell was in progress as of the end of the 2009 fiscal year to arrive at discounts up to 47% on some models. Standard software images and the tools to manage desktop hardware and software will save the University by reducing distributed staff costs who currently do this work.

IT professional services will be delivered via **Customer Service**, whose first goal will be to unify the voice and data support centers. Through a converged customer IT help facility, IT will be delivering existing and new services to UNM, including advanced virtual services in support of the academic mission that include storage, computing platforms and software delivery.

**IT Security** resources will be focused on completing work to secure Banner access and computing environments. Institution-level IT security policies will also be addressed holistically in a campus-wide review.

**Voice services** are looking to continue to deliver reliable phone, cell and pager services, and to take significant steps in integrating voice with data services.
## III Staff Changes

### New Hires

<table>
<thead>
<tr>
<th>Name</th>
<th>Role</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gilbert Gonzales</td>
<td>Chief Information Officer</td>
<td>08/13/08</td>
</tr>
<tr>
<td>Misty Brown</td>
<td>Systems Analyst</td>
<td>11/03/08</td>
</tr>
<tr>
<td>Vanessa Baca</td>
<td>Communication Specialist</td>
<td>07/28/08</td>
</tr>
<tr>
<td>Deborah Sartin</td>
<td>Technical Project Manager</td>
<td>09/23/08</td>
</tr>
<tr>
<td>Issac Lujan</td>
<td>Systems Analyst III</td>
<td>04/13/09</td>
</tr>
<tr>
<td>Ankush Oberoi</td>
<td>Technical Support Analyst II</td>
<td>10/29/08</td>
</tr>
<tr>
<td>Patrick Patton</td>
<td>Accountant I</td>
<td>09/15/08</td>
</tr>
<tr>
<td>Daniel Wenz</td>
<td>Systems Analyst III</td>
<td>11/17/08</td>
</tr>
<tr>
<td>Nicole Jones</td>
<td>Manager, Application Programmer</td>
<td>11/01/08</td>
</tr>
<tr>
<td>Dilek Inal</td>
<td>Manager, IT Technical Support</td>
<td>07/07/08</td>
</tr>
<tr>
<td>Joe Montoya</td>
<td>User Support Analyst</td>
<td>10/01/08</td>
</tr>
</tbody>
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### Transfers In

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<tbody>
<tr>
<td>Tracy Hart</td>
<td>Technical Project Manager</td>
<td>9/29/08</td>
</tr>
<tr>
<td>Michael Chavez-Kerr</td>
<td>ERP Data Security Specialist</td>
<td>6/18/08</td>
</tr>
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### Separations

<table>
<thead>
<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Gail Kent</td>
<td>Communications Specialist</td>
<td>01/31/09</td>
</tr>
<tr>
<td>Cecelia Aragon</td>
<td>Director, IT Administrative Services</td>
<td>09/26/08</td>
</tr>
<tr>
<td>Monica Manning</td>
<td>Fiscal Services Tech</td>
<td>04/30/09</td>
</tr>
<tr>
<td>Stephan Snoogen</td>
<td>Systems Analyst III</td>
<td>06/12/09</td>
</tr>
<tr>
<td>Paula Chavez</td>
<td>Analyst/Programmer III</td>
<td>05/26/09</td>
</tr>
<tr>
<td>Gregory Brown</td>
<td>User Support Analyst I</td>
<td>07/31/08</td>
</tr>
<tr>
<td>Ankush Oberoi</td>
<td>Technical Support Analyst II</td>
<td>05/31/09</td>
</tr>
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### Retired

<table>
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<tr>
<th>Name</th>
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<th>Date</th>
</tr>
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<tbody>
<tr>
<td>Elisabeth Gresham</td>
<td>Analyst/Programmer III</td>
<td>02/01/09</td>
</tr>
<tr>
<td>Arthur (Barney) Maccabe</td>
<td>Chief Information Officer</td>
<td>12/31/08</td>
</tr>
<tr>
<td>Susan Minter</td>
<td>Manager, Application Programmer</td>
<td>01/31/09</td>
</tr>
<tr>
<td>Maria De Jesus Maleczynski</td>
<td>Analyst/Programmer III</td>
<td>03/01/09</td>
</tr>
<tr>
<td>Theresa Chavez-Villareal</td>
<td>Systems Analyst III</td>
<td>02/01/09</td>
</tr>
<tr>
<td>Nathan (Tom) Becker</td>
<td>Network Analyst</td>
<td>05/31/09</td>
</tr>
<tr>
<td>Ivan Boyd</td>
<td>Associate Director</td>
<td>06/30/09</td>
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### Deceased

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<thead>
<tr>
<th>Name</th>
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<tbody>
<tr>
<td>David Northrop</td>
<td>Associate Director</td>
<td>11/04/08</td>
</tr>
</tbody>
</table>
Status Changes

Career Ladders
Valerie Anzalone  Admin Assistant III  08/04/08
Tuan Chi Bui  Systems Analyst II  04/01/09
Cameron Stewart  Systems Analyst II  10/28/08

JAQ Promotions
Andrew Trever  Technical Support Analyst II  10/15/08
Jerry Gonzales  Manager IT Technical Support  06/01/08
Parveen Nagi  Analyst/Programmer III  08/01/08
Kelly Lesher  Manager, IT Technical Support  08/01/08
Charles Phillips  Manager, IT Technical Support  08/01/08
Kingsavanh Bounkeua  Manager, IT Technical Support  11/01/08
Raymond (Tony) Garcia  Telecom Facilities Manager  09/01/08
Dianne Byrd  Technical Editor  08/01/08
Sonya Torrez  Analyst/Programmer I  10/01/08
Veda Perea  Operations Specialist  10/01/08
Elizabeth Henry  Software Distribution Specialist  09/29/08
Kevin McNew  Technical Support Analyst I  08/01/08

Information Technologies FTE

<table>
<thead>
<tr>
<th>Staff Type</th>
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<tbody>
<tr>
<td>Regular Staff</td>
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<tr>
<td>Temporary Staff</td>
<td>2.9</td>
</tr>
<tr>
<td>Student FTE</td>
<td>30.4</td>
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<tr>
<td><strong>Total</strong></td>
<td>203.0</td>
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</table>

Certifications

**FBI Citizen’s Academy Graduation**: Jeff Gassaway, University Information Security Administrator and UNM Security Officer.

**Computer Information Systems Program, Central New Mexico Community College**: Anthony Adams, Technical Support Analyst II

**UNM Management Academy**: John Duran, Network Engineer

**Access Databases, UNM Continuing Education**: Angela Sandoval, Data Entry Operator II

**Oracle Database, Oracle Advanced PL/SQL, Oracle 9i Reports, Build Internet Reports, Oracle Database 10g, Oracle Net Services and Shared Servers**: UNM Continuing Education: Vicki Bellmyer, Analyst/Programmer III, Robert Kerwin, Analyst/Programmer III, Carlos, Silesky Systems Specialist and Parveen Nagji, Systems Specialist

**Project Management Certificate**: UNM Continuing Education: Shirley Alexander, Operations Management Specialist

**Project Management Master and Practitioner Certificate**: UNM Continuing Education: Aaron Baca, Technical Support Analyst III

IV: Outside Professional Activities

Members of the IT staff have participated in the following conferences and meetings, gaining current technical information. They bring back information and agreements to the benefit of UNM and the IT services they provide.

2008 ACUTA 37th Annual Conference & Exhibit, Las Vegas, NV, July 12-17, 2008
2008 BICSI Fall Conference, Las Vegas, NV, September 28 - October 2, 2008
2008 New Mexico TIE Conference, ABQ, NM 10/15-10/17/08
2008 NM Technology in Education Conference, Albuquerque, NM, October 15-17, 2008
2009 ACUTA Conference, Denver, CO, July 12-15, 2009 / Meeting w/Qwest
2009 ACUTA Winter Seminar, Palm Springs, CA, Jan 11-14, 2009
2009 Campus Technology, Boston, MA, July 27-30, 2009
2009 NEC Road Map; Phoenix, AZ, Jan 14-15, 2009
2009 NEC Users Conference, Chicago, IL, May 17-20, 2009
2009 NMTIE, Ruidoso, NM, October 21-23, 2009
2009 Pinnacle Western Regional Users Conference, Palo Alto, CA, Feb 12-13, 2009
38th Annual ACUTA Conference / Exhibition, Atlanta, GA, April 19-22, 2009
AccessData BootCamp, Louisville, KY
AirMagnet Training: Certified Expert Training, Detroit, MI, Nov 3-7, 2008
Apple Worldwide Developers Conference 2009 in San Francisco, CA on 6/8-12/09
AVST User Group First Annual Conference, Las Vegas, NV, August 3-5, 2008
AVST Vendor Meeting, Bothel, WA, August 27-29, 2008
Banner Users of the Mountain States Meeting, Denver, Co
CHECS Spring Conference, Socorro, NM, April 16-17, 2009
Cinegad's 2008 International Workshop, La Jolla, CA
Cisco AQOS Advanced Quality of Service, November 17 - 21, 2008, San Jose, CA
Cisco Firewall Service Module Workshop, Glendale, CA
Cisco IOS Network Security Class, Atlanta, GA, September 21-27, 2008
Cisco Mobility Higher Education Technical Advisory Board, Sept 28-Oct 1, 2008, San Jose, CA
Cisco Training- Building Scalable Cisco Internetworks v3.0, March 16-20, 2009, Irvine, CA
Cisco Training: Securing Networks with SAS Fundamentals, Orlando, FL, November 10-14, 2008
Cisco Unified Wireless Network V4.1 class, Denver, Dec. 16-19 2008
CISCO Wireless LAN Foundations, [Global Knowledge], Cary, NC, June 22-26,2009
Config. Windows Server 2008 Active Directory Domain Svcs Workshop, San Fran CA
Configuring BGP on Cisco Routers Workshop, Santa Clara, CA 10/19-25/08
Distributed Antenna Systems (DAS) Summit, Scottsdale, AZ, Jan 28-30, 2009
Educause 2008 Annual Conference, Orlando, FL, 10/28-31/08
Educause 2009 Security Conference in Atlanta, GA on 04/19-22/09
FCC Award Focus Group with Santa Fe DOIT, Santa Fe, NM
FCC/USDA Rural Broadband Educational Workshop, Phoenix, AZ, Nov 20, 2008
GigaPop Site Visit to Level 3 "501 Overland Ave Site" in El Paso, TX on 4/23-24/09
Governor's Stimulus Meeting, Santa Fe, NM
Help Desk Institute Service Management 2008 Conf. & Expo, Miami, FL
HighEdWeb Infinite Solutions 2008 Conference, Springfield, MO
I.T Exchange at ENMSU in Roswell, NM on 04/21-23/09
Implementing Windows Sharepoint Services 3.0 Workshop in Dallas, TX
Information Tech and Telecommunications Oversight Committee Mtg, Sante Fe, NM
International Assoc. of Privacy Professionals "Privacy Academy 2008", Miami, FL
Internet 2 Contract Negotiations Meeting, Truth or Consequences, NM
Internet 2 DCN Workshop in Houston, TX
Internet 2 Fall 2008 Member Meeting, New Orleans, LA, 10/13-16/08
Internet 2 Health Network Initiative Meeting, New Orleans, LA, 10/16-17/08
Internet to The Hogans Status Meeting, Crownpoint, NM
Joint Techs Workshop in Houston, TX
Lambda Rail "All Hands Meeting" in Denver, CO, 10/7-8/08
Managing, Messaging and Recovering Microsoft Exchange 2007 Server, Dallas, TX
Meeting w/Harold Sklar, CIO Navajo Nation, to discuss Internet to Hogan, Gallup, NM
Meeting with Cenic Staff & Nat'l Lambda Rail Staff re: NLR Issues, Cypress, CA
Meeting with NM Tech to Discuss Statewide Networking Issues, Socorro, NM
Microsoft Office Sharepoint Server 2007 Workshop in Dallas, TX
Mythics "Oracle Tech Day" Conference in Santa Fe, NM on 2/13/2009
NEC Users Group Annual Conference, Chicago, IL, May 17-20, 2009
NFPA Inspection, Testing and Maintainence of Fire Alarms Seminar, Las Vegas, NV, Mar 12, 2009
Oracle 10G: Performance Tuning Training, Belmont, CA
Oracle OpenWorld 2008 Conference, San Francisco, CA
RGON Fiber Connectivity in Albuq. Meeting with NMSU & NM Tech, Socorro, NM
Right NOW Summit 2008 Conference, Colorado Springs, CO
SANS “Twenty Critical Security Controls 2009 Conference in Washington, DC
Scantron “Scan Tools Plus Software” workshop in Irvine, CA on February 22-25, 2009
Security Networks with ASA Fundamentals Workshop, Raleigh, NC, 10/27-31/08
SIGUCCS Fall Conference ’08, Portland, OR
Site Visit to Arizona State University re:Mac Installation and Other Topics, Tempe AZ
Site Visit to our Gallup Branch Campus to Preserve and Collect Data
Sun Java Sys Identity Mgr’s 7x Deployment Fundmntls Workshop in Burbank, CA
Sungard Large School Consortium Member Meeting in Malvern, PA on 6/8-12/09
Sungard ODS/EDW Training at NM State University, Las Cruces, NM
Sungard SCT 2009 Summit in Philadelphia, PA on March 21-25, 2009
Sungard SCT Hqts. for Directors Meeting to Discuss Banner Issues, Malvern, PA
The Quilt Fall 2008 Member Meeting
Visit to Gallup Branch Campus to Train Staff on FastInfo Usage, Gallup, NM
VM Ware’s Infrastructure 3: Deploy, Secure and Analyze, v3.5 Workshop
WES2009, Orlando, FL, May 3-8, 2008
Western Region (WRN) Networking Meeting in Denver, CO
Westnet CIO Meeting, Boulder, CO
Westnet CIO Meeting, Tucson, AZ
WestNet Meeting, University of Arizona, Tucson, Jan 14-16, 2009
Wire New Mexico Meeting with NMSU and NM Tech, Socorro, NM, 9/24/2008