

IT at a Glance—2006-2007

Support for Teaching, Learning and Research

UB students are connected and “unplugged”: In 2007

- 70% + own laptops
- 80% + own MP3 players
- 94% have cell phones; 20% of freshmen have smart phones

Technology in the Classroom

- All centrally-scheduled classrooms have Internet access
- 75% of classrooms are technology-enabled with computer projection
- Audience response systems (Clickers) are available in many tech-enabled classrooms

Student Computing Labs

- 300 new workstations available in the public labs, Fall 2007
- ~2400 workstations are available across the campuses in labs

Online Courses - UBlerns

- 5000 + courses had UBlerns (Blackboard) sites in 2006-07
- Individuals accessing UBlerns:
 - 24,530 student accounts
 - 1983 faculty accounts

Courses using digital streaming services

- Digital course captures: 1854 individual recordings for 87 courses in 2006-07
- Digital recording classrooms: 33

Mobile phone program pilot - 2007

- Fostering collaborative learning for Undergraduate Academies

Research Computing

- Advanced research network membership/participation: Internet2, Northeast LambdaRail, TeraGrid
- Coeus implemented to automate grant proposal and administration processes
- Partnered with academic areas to negotiate discount pricing for Matlab and Simulink
- Help Desk established in COE for Bioinformatics & Life Sciences

General Campus Computing

Network Access and Quality

- Upgraded campus Gigabit backbone & completed Gigabit building links
- UBNNet Initiative: Replaced 25% of the edge switches in multi-year initiative

Wireless Network

- Upgraded wireless access points and installed a centralized management system
- ~460 wireless access points currently maintained centrally (10,000 simultaneous users)

Email

- In Fall 2007 UB is processing 2,000,000+ central email messages daily (on average)
- In 2006-07 UB processed more than 512M messages
 - 75% with a spam rating of 80% or higher
 - Almost 2M of these had an email-borne virus
- Spam Management: In 2007-08 more user level spam management capabilities will be available

CIT Help Desk

- Handles 25,000+ queries each semester
- Implemented a call-routing system to improve service, automate creation of service metrics
- Implemented weekly customer service satisfaction measurements

Printing

- iPrint Print Management System reduced yearly printing volume by 38% and improved turnaround time & customer satisfaction; Central iPrint service made available to departments
- Piloting “Print from Anywhere” to enable printing from laptops

Cellular Service Reinforcement

- The 2007-08 NextG project will provide improved, carrier-neutral cellular reception

Software

- Improved Web access to campus-licensed software
- Piloting Software Virtualization to provide personal laptop access to campus public site software

Web Services

- 1,000,000+ web pages hosted on UB servers
- Single sign-on implemented for MyUB portal

Voice over IP (VoIP) Project

- Wave of first VoIP (600+) telephones installed

Backup Services

- Increased capacity from 140TB to 400TB in 2006-07

Administrative Computing Systems 2006-07

- ePay: \$50M+ was accepted via online payments
- 115,519 grades were posted through online Web grading
- 252,000+ online registration transactions were completed

Security

- Appointed an Information Security Officer and established an Information Security Office
- Adopted the NY State Information Security Policy
- Reduced the number of individuals with access to SSNs from 1000+ to less than 100
- Network Operations Center handled 3000+ security incidents in 2006-07
- The off-campus Service Continuity site opened.

Governance, Communication

- Established an Executive Technology Advisory Group (ETAG)
- Held the first campus-wide IT Strategic Planning Retreat
- Sponsored monthly IT Town Hall meetings, a newsletter, and web site

Community Service

- Expanded regional fiber network and partnered with BOCES for K-12 access to the fiber network & Internet2