

**Office of Information Technology (OIT)**  
**Strategic Goals FY 2005**  
**Annual Review of Accomplishments**

The Office of Information Technology provides university-wide leadership in Information Technology and quality Information Technology services in support of the university's strategic goals, which are to:

- Improve the quality of Rutgers' academic programs, especially in areas where there are comparative advantages and opportunities.
- Enhance the effectiveness of student services, the livability of our residence halls, and the attractiveness of our campuses.
- Increase Rutgers' resources to the level of peer AAU public universities. (i.e. increase NIH and NSF grants and giving)
- Improve Rutgers' service and reputation among all the relevant internal and external constituencies. (i.e. for the administrative services areas this would be process improvements, student service initiatives, and other service initiatives)
- Continue to develop an administration that will provide leadership for achieving Rutgers' strategic goals. (i.e. by hiring staff, at all levels, with a service orientation)

OIT accomplishes its mission in a fiscally sound manner, striving to meet the increasing IT needs of Rutgers students, faculty, and staff.

During Fiscal Year 2005, OIT's strategic goals and objectives were to:

- 1. Provide IT services that improve the quality of Rutgers' academic programs and administrative services**
  - Create structure to support computing for instruction and research
  - Provide instructional technology software systems that support key academic disciplines to enhance teaching and learning that meet the unique needs of each campus.
  - Create process improvements and new initiatives that fulfill OIT's service orientation
- 2. Design, develop, operate, and maintain secure IT infrastructures that support research, teaching and learning, outreach, student services, and administration**
  - Develop, maintain, and improve RUNet, administrative computing systems, servers and systems, computing labs, and other relevant systems
  - Examine future technology needs with a focus on replacing and evergreening major equipment, systems, and facilities
  - Promote the importance of IT security to students, faculty, and staff
- 3. Communicate about and promote opportunities for the application of IT in teaching, learning, research, and administration**
  - Create communication pathways for all OIT customers including students, faculty, staff, alumni, other universities and public agencies
  - Provide opportunities for students, faculty, and staff to learn about applying IT to their daily academic, administrative, and extracurricular activities
- 4. Promote IT planning and foster cooperation within and between academic and administrative departments throughout the university**
  - Encourage department chairs and unit heads to learn about how IT can help them achieve departmental goals

- Assist academic and administrative departments in creating departmental IT plans
- Assist academic and administrative departments in leveraging central services to their fullest, thus conserving departmental resources
- Provide opportunities for departmental IT staff to learn about state-of-the-industry technologies, OIT plans for the fiscal year, and how they may be able to create process improvements within their departments based on OIT service enhancements and new projects
- Assist academic and administrative departments when creating departmental IT security plans

**5. Continue to develop staff members who will provide IT leadership in support of the achievement of Rutgers' strategic goals**

- Hire and train staff to achieve a broad-based service orientation
- Work with departments to hire and train staff to achieve a broad-based service orientation

FY05 activities and accomplishments toward the above goals follow:

**Goal 1: Provide IT services that improve the quality of Rutgers' academic programs and administrative services**

**Instructional and Research Support Accomplishments:**

- **Instructional and Research Support:** Created a new Office of Instructional and Research Technology (OIRT) and provided existing OIT lines for the initial staffing of this office. The first research support staff person has been hired and will be responsible for setting up support services for research.
- **Video Support:** OIT is working in cooperation with Continuous Education (CE) to develop a support structure for video conferencing. A new web page describing recommended procedures is available. CE will take the lead in supporting video conferencing and OIT will provide technical assistance.
- **Founding Member of the New York Census Research Data Center (NYCRDC):** Arranged for Rutgers to be a founding member of the NYCRDC. This is a secure facility that provides researchers with access to some of the Census Bureau's confidential data. The NYCRDC is supported by a consortium of one dozen institutions in the New York metropolitan area that conduct social science research. The Administrator is a Census Bureau's employee who oversees the proper use of these sensitive data and assists researchers in their use.
- **Blackboard Course Management System:** Blackboard 6, including the integrated gradebook functionality, was officially rolled out during the fall semester on the Newark campus with approximately 184 courses and 3000 active students. The grade upload feature from Blackboard was successfully enabled in December in time for end of semester grade submission. Thus the central students systems now receive a direct feed from Blackboard which has streamlined the process and eliminated duplicate keying of grades.

**Campus Computing Service Accomplishments:**

- **University Software Portal:** The software portal provides the university community with greater convenience, faster delivery, and more efficient management of software licenses. The initial release of the portal occurred last spring and included all freely available software (based on affiliation with the University). The portal was expanded in January to include commercial software, license management and the ability to download CD images for faster delivery of purchased software. The next phase of portal development will be to integrate the software portal with the myRutgers portal.
- **Computer Store Service and Operational Enhancements:** The Computer Store website has been upgraded to improve usability. Customers are now able to interactively configure a computer online, save and print their quotes, and attach the assigned quote number to a University purchase order for faster and more accurate order fulfillment. Backoffice support systems have also been enhanced to improve financial manageability. The Computer Store Financial Management System has been upgraded to support real time tracking of profit/loss, thus more timely adjusts to sales margins can occur.
- **BOG Retrieval System:** In an effort to improve access to information and the efficiency of communication to the members of the Board of Governors (BOG) and its various subcommittees, a new data storage and retrieval application was developed for

the Office of the Secretary. The new system provides significant process improvements which support more effective and efficient operations in the Office of the Secretary.

- **ResNet Scheduling System:** The ResNet Scheduling has greatly increased the customer services level to residential students who may have difficulty connecting to the network by enabling onsite appointments to be scheduled during the first Help Desk contact for issues that are not resolved over the phone. The new system has eliminated the frustrating phone tag that was common in the past. Over 1,500 onsite visits have been scheduled and completed through the system as of February. Our ResNet staff have been successful in raising the level of satisfaction for their support and services to be well over 80% of those survey. They are providing a quality service that our students have learned to expect and appreciate.
- **Instant Messaging (IM):** To address the growth and security concerns with instant messaging, New Brunswick Computing Services has begun implementing Secure Jabber as a new service for the campus. The service is targeted at students although there are many potential uses for academic and administrative areas. With technical development of this service being 95% complete, the current goal is to develop the requisite communications and rollout plans this coming fall, and to effect an implementation in the Spring 06 semester.
- **Wireless:** Expansion of wireless networking facilities on all of Rutgers' main campuses continues at a rapid pace. Currently, the effort is funded in a distributed manner by departments desiring the service and by auxiliary funding by student centers, etc. Central funding resources, as well as student desires of where coverage should be provided, will be investigated in the upcoming year.
- **Music Downloading:** Coordinated the planning and implementation of a pilot service that provides free music downloading for residential students. This was done in cooperation with student affairs and residential life. A Decision was made to continue the pilot into the 2005-06 academic year.

**Route 18 and Student Retreat Recommendation Accomplishments:**

- **myRutgers portal:** During the fall semester myRutgers portal was officially rolled out the Newark and Camden campuses. As of July 2005 there are over 38,000 registered users and daily logins to the portal have been as high as 31,000.

Notable features implemented in the fall included channels for Rutgers Libraries, Rutgers Learning Centers, RUTV, Student Briefcase for "portable" files and the implementation of single sign-on. In the spring, an Alerts Management feature was added which provides early notification for financial and immunization holds. Complementing this system, was the development of a web based screen for viewing and payment of financial holds. A feature release is planned for the fall. This release will include enhancements and new features derived from direct student feedback and faculty/staff committees. The release will include new sources for the Alert System such as change of grade, class closings, and class registrations cancelled for non-payment and warning grades. The new release will include new channels for personal information management as well as links to new services such as Sakai and the Law Libraries. Work also continues to ensure stability and performance of the underlying framework and infrastructure. A faculty/staff portal offering targeted for a small pilot

group was also made available in March. Feedback has been received and is being assessed for potential enhancements.

- **Degree Audit:** OIT, working with the University Registrar, University Relations and members of the academic community, have made progress with the implementation a Degree Audit and Online Catalogue System. Contract negotiations and procurement of the software occurred in the fall. Catalogue and degree audit data has been input into the system. Training sessions for the University community have been completed. Final implementation activities include implementation of an enterprise wide authentication mechanism. Catalogues will be published on the web this summer. Advisors will begin to use the degree audit tool in the fall.
- **Staggered Class Schedule:** The Staggered Class Schedule project was completed this past fall. Enhancements to the class scheduling system now allow central scheduling offices to establish staggered class schedules. Work has also been completed to allow creation and maintenance of the new staggered schedule and student service applications have been updated accordingly.
- **Online Transcript Request:** The online transcript Request project has been completed. This is a new service that allows students to submit requests for transcripts and certifications from the Registrar's office via the web, obviating the need for students to make in-person requests.
- **Student Online Financial Holds:** ESS in partnership with the office of Student Financial Services, implemented a web application that allows students to view their financial holds online. The second phase of this project targeted for the fall will allow students to pay financial holds online.

#### **Data Warehousing Accomplishments:**

- **Payroll Data Warehouse:** Design enhancements for the payroll data warehouse have been completed. This data warehouse will provide UHR and the Payroll department with the ability to query historical data. Historical data loads are in progress.
- **Financial Data Warehouse:** Procure-to-Pay data views and standard reports were implemented into production for the Discoverer end user community. These views include information on Requisitions, Purchase Orders, Invoices/Payables and Distributions. An initiative to assess the usability and functionality of the financial data warehouse reporting environment is underway.

#### **Administrative Application Accomplishments:**

- **Undergraduate Admissions:** The undergraduate admissions web application was enhanced to provide additional conveniences and ease of use for applicants. The applicant status site was also reengineering and moved into production in December.
- **Employee Contracts:** Implemented IUOE, AAUP and AFSCME union contract requirements in Payroll/HR system. Also implemented State Domestic Partner Health Care benefit.
- **Payroll:** Completed the implementation of the enhanced design for the paychecks. Extended the direct deposit capabilities for student and hourly employees.

- **Students Accounts Receivable:** SAR system was enhanced to provide TA/GA retroactive refunds and ongoing remission for college and computer fees in accordance with AAUP contract ratification.
- **Procure to Pay:** Two new interfaces were developed from Procure to Pay to the legacy Financial Accounting System. These interfaces eliminate the need for end users to create Change Orders to reduce open commitment balances on the legacy system.
- **Time Reporting System:** Enhancements to the Time Reporting System (TRS) were completed. This release includes the ability to create time reports for Other Pay, Tradesman and Co-ads, enhanced "Super User" capabilities and various enhancements to existing functionality.
- **Calendar of Events:** OIT completed implementation of the enhanced redesign of the Calendar of Events based on University web templates. New features include designation of special criteria for an event, additional sorting and data display capabilities, event deletion capability and enhanced online help. This new version also takes advantage of enterprise technology and standards and will incorporate the central authentication system (CAS) for netID login.
- **Expansion of Employee Types in P2P:** ESS has partnered with University Human Resources and the Payroll department to allow employee type 9's (post docs) and type 7's (part time lecturers) to be interfaced weekly from the legacy payroll system to the P2P Human Resource module. This will allow these employees to be designated as preparers in the system and eliminate the need for manual setup by UHR. Testing is underway.
- **HRinfo Re-engineering:** Work was completed to re-engineer the HRinfo online reporting application from client-server technology to an online web-based architecture. The link to the new website has been rolled out to the current users along with a 60 day grace period to cutover to the new system.

<p><b>Goal 2: Design, develop, operate, and maintain secure IT infrastructures that support research, teaching and learning, outreach, student services, and administration</b></p>
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- **New Support Structures:** The Office of Information Technology was restructured and two new structures Campus Computing Service (CCS) and Enterprise Systems and Services (ESS) were created. This is also providing opportunities to consolidate operations restructure staff and strengthen infrastructure planning within these two new areas.
- **Sakai Consortium:** Arranged for Rutgers to join the Sakai Consortium which is an open source higher education course management development effort. A pilot implementation of the Sakai software is planned for the fall of 2005.
- **Middleware Planning:** An initiative is underway to assess, plan for, design and implement an enhanced data architecture and security schema to support identity management needs and authentication and authorization services.

**Campus Computing Service and Facility Accomplishments:**

- **Hill Center:** Systems in Hill Center have been upgraded to proactively identify and provide alerts when problems occur, thus facilitating timelier problem resolution and improved remote monitoring of operations.
- **Spam:** Refined spam filtering processes for central email facilities in New Brunswick as well as for facilities in Newark and Camden.
- **Firewalls:** Installed and managed firewalls for Business and Science Building and Campus Computing Labs in Camden.
- **Labs:** New computer labs were opened in Camden and Newark. In Camden a lab was opened in the Towers Building with 8 PCs and a printer, and in Newark two labs were opened in the residence halls, 9 PCs in Woodard Hall and 9 PCs and one printer in Talbott.

In support of an instructor's research project on the Newark Campus, a MAC lab was uniquely imaged and dedicated to this study. This study utilizes the Scientific Learning Fast ForWord product to evaluate, test, and post test students helping them to move quickly to their grade level in critical reading skills. This was an opportunity to make use of a little used lab prior to reallocating the equipment to another location.

- **Backup System:** A new backup system was installed in March 2005 and gives the Newark Campus 6.2 TB of storage space. The new system has shortened our full backup windows from 36 hours to less than 10 hours. Since the VTL is on our SAN network, multi-systems can utilize the VTL at the same time without overwhelming the backup server and congesting the network traffic.
- **Newark CS-Net Expansion:** CS-Net now provides support for web hosting and web development, on-line surveys, server hosting and server support, in addition to desktop support and networking. The campus community has welcomed these additional services; a few of the CS-Net supported projects include hosting of 15 departmental servers, development of 6 web sites, and PC Support for the College of Nursing.

#### **Security Accomplishments:**

- **Virus Scanning:** The student account creation process was revised in September to include new security and virus scanning procedures. This has helped to increase security and improve network utilization.
- **Communications:** A new computer security brochure focusing on copyright and Peer to Peer software has been developed as a tool for educating students about the risks associated with illegal file sharing. To help guide technical staff and department managers in developing good baseline security architecture, a new web site has also been created.
- **Gramm-Leach-Bliley Act (GLBA):** Led a university-wide effort to assess the GLBA and to develop recommendations for university compliance. The university leadership approved the recommendations and departments have begun implementing the safeguard requirements.

#### **Administrative Application and Infrastructure Accomplishments:**

- **ARTSYS:** Work has been completed to transfer the Rutgers ARTSYS/ET system to the statewide NJ Transfer system. All transcripts sent electronically and intended to be received by Rutgers will now come to Rutgers via New Jersey Transfer.
- **WOLP:** Significant enhancements to the Web Online Payment application were made to enhance security, handling of customer information and user friendliness. All departments using the previous version of WOLP have been migrated to this upgraded version.
- **SEVIS:** System upgrades were implemented to satisfy ongoing INS mandates, new functionality and integration with the latest Oracle Database release.
- **Central Authentication System (CAS):** Work was completed to extend the CAS, originally developed by Yale University, to work within the JAVA/Spring development framework which is supporting the single sign-capability in myRutgers portal.
- **Oracle:** The Procure-to-Pay system was upgraded from release 11.5.6 to 11.5.9. Discoverer upgrades were also implemented for end user query and reporting. An Oracle database upgrade from version 8i to 9i is scheduled for the fall.
- **Web Registration:** Modified the Web registration process to allow students to register from their workplace or any other secured network location, previously this was a problem for students. A pilot project is underway to assess the IMS connect software tool as a replacement for Neon Shadow Web server to provide architectural enhancements for the web registration application.
- **Degree Audit:** Completed building the physical IT infrastructure to support the Degree Audit and online Catalog initiative. The Catalog Navigator development and production servers are in place and configured from a network and operating systems perspective. The application software is installed for Catalog Navigator. The Degree Audit production server is in place, configured, and awaiting Decision Academics installation of application software.
- **WOLP:** Began the network design and ordered servers to support a new and secured infrastructure to support the Web On-Line Payment (WOLP) application. This infrastructure was needed to ensure WOLP compliance with the Visa CISP/PCI processing requirements.
- **Remote Transcript Printing:** A pilot project to test the feasibility of transcripts being printed remotely in the Camden Registrars Office has been completed. The testing looked good and the implementation to purchase and move the software into production is underway.

#### **ASB Data Center Renovation and Upgrade Accomplishments:**

- **Generator:** Following a detailed analysis early in the year, work is progressing on the implementation of a generator in ASB. The infrastructure construction and electrical cabling and concrete base platform for the generator is completed. The target date for the generator installation and cutover is in the August/September timeframe. This is being done in collaboration with Facilities.

- **HVAC:** Planning is completed for the replacement of the outdated and inefficient HVAC systems in the Data Center. A Liebert DX air cooled system was selected to minimize water running through the Data Center, and to provide as much redundancy and independence from other infrastructure as possible. Additional time was spent to engineer the placement of the cooling fans and condensers on the roof to improve security and building aesthetics. This work is being done in collaboration with Facilities. Target implementation is August/September.
- **Renovations:** Significant construction has been done in the Data Center upgrade. Offices that were on raised floor were removed, significant areas of the sub-floor have been cleaned and sealed, the stock room has been expanded to hold additional paper supplies to free up other areas, and the upper stock room has been converted into a “Build” room for the Desktop, Windows and UNIX staffs to construct servers and store equipment. The overhead fire suppression system will be expanded and new raised flooring has been delivered. Sections of the raised floor and framing have been replaced. New cabinets for the UNIX and Windows servers have been delivered and new network wiring has been planned. Additionally, a 3<sup>rd</sup> Power Distribution Unit (PDU) is being installed to provide more electrical power redundancy for the equipment.
- **Network:** Currently implementing a new, more secure and RUNet compliant network within the ASB Data Center. The departmental workstations, infrastructure support servers, and the Development and Quality Assurance tiers have been moved into the new network. Planning and application modifications are underway to move the Production tier into the new network.

**Telecommunications Enhancements and Accomplishments:**

- **Service Improvements and Expansion:** With the completion of the wiring and data electronics upgrades in Newark Residence Halls, approximately 15,000 beds and all residential facilities are on RUNet. RU-tv service has also been significantly expanded (30 additional buildings) on the New Brunswick/Piscataway campus, and on the Camden campus new cable plant was installed to support the Leap Academy new school building. In the Alexander Library equipment room, internet connectivity and RUNet services were diversified and facilities were upgraded to support secondary point of presence (HVAC, power, space).
- **Service Reliability and Security:** Designed and re-implemented a redundant network core to improve reliability and service. Developed Rutgers Regional Network (RRN) as an institutional extranet distinct from RUNet to improve external security and services. Worked with Verizon and Facilities to re-route the Taylor Rd steam-pipe and conduit, to improve voice reliability and service.
- **Network Tools:** Implemented Voyence Control! software which provides secure remote and automated network management. Acquired HPOpenView Network Node Manager software to provide Enterprise network monitoring, alarm management and dynamic root cause analysis.

<p><b>Goal 3: Communicate about and promote opportunities for the application of IT in teaching, learning, research, and administration</b></p>
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**Accomplishments:**

- **Computing Guides:** Prepared and distributed the Student Computing guide and the Faculty/Staff Computing guide highlighting OIT services and available support. Completed the development of an Academic and Administrative Department IT Planning guide.
- **OIT Website:** In an effort to improve ease of use and accuracy, the top level OIT web pages were reviewed and updated in cooperation with University Relations and the Office of the Vice President for Administrative Affairs.
- **Press and News Coverage:** During the year OIT activities, services and outreach have been covered in various publications and articles. Topics have included computer lab development and wireless infrastructure, myRutgers portal, music downloading, and community outreach effort.

**Goal 4: Promote IT planning and foster cooperation within and between academic and administrative departments throughout the university****Accomplishments:**

- **Department of Computer Science (DCS) Support:** OIT has had a long standing support relationship with DCS, enhancements this year included changing equipment allocations in New Brunswick computing labs and shifting supported applications to enhance their curriculum while staying within budgeted resources
- **Co-location Services:** While New Brunswick Computing Services has led a collaborative effort to provide collocation services at the Hill Center, the IT Strategic Planning process has identified additional collocation needs. The present funding, governance, and security issues associated with collocation have hampered development of a viable model. Based upon the output of the IT Strategic Planning process, NBCS will actively participate in collaborative efforts to develop further development of collocation services
- **Documentation Center of Cambodia:** In partnership with the University Counsel and the Newark Provost office, assisted with the development of an agreement for providing space and related infrastructure for the Documentation Center of Cambodia on the Newark Campus. This is one of two American archives for documents related to the Khmer Rouge regime.
- **IT Strategic Planning:** University-wide IT strategic planning process is fully underway. The five subcommittees and the leadership team are meeting regularly and work is proceeding as they gather information, assess issues and develop recommendations. The planning process was announced to the University community through a presidential announcement. A website has been established to organize and share information throughout the planning process with the university community.
- **IT Project Governance Committee (ITPGC) planning:** As the planning process has progressed it is bringing together constituents from across the university for joint planning and prioritizing of administrative application development. Midway through the year, ITPGC created two Subcommittee, one addressing student services and the

other business/financial services.

- Student Services Subcommittee has reviewed and prioritized various student services initiatives. Projects underway or on the horizon as a result of ITPGC prioritization include:
  - Upgrade to the Financial Aid Management System (implementation of the Financier application offered by Wolffpack Inc.)
  - Implementation of electronic deposit of student refund checks
  - Upgrades for the Course Scheduling System
  - Upgrades to the Undergraduate and Graduate admissions online applications
  - Implementation of electronic check online payments for student term bill payment
  - Upgrades to the online schedule of classes
  - Integration of student photos with online rosters
  - Integration of book store orders with web registration
- Business/Financial Services Subcommittee is considering a potential expansion of the Oracle Enterprise System implementation. Assessment will continue through the summer. Prioritization has also been given to upgrades for the Financial Data Warehouse reporting environment. In support of these initiatives, an upgrade of the existing Oracle P2P application has been completed
- **SSN Planning:** OIT is playing an active role in the University-wide SSN planning committee, headed up by Brian Rose, Associate Vice President for Student Affairs. This committee had its kickoff meeting in late January and has been meeting monthly. A subcommittee headed by OIT and the University registrar has been addressing tactical planning. System impacts have been completed. Application changes are underway. Communication plan is being developed. SSN as student ID will be replaced with the new Rutgers University ID (RUid) in January 2006. Second phase of the project will address faculty and staff use of SSN.
- **Instructional and Research Technology Planning:**
  - Meetings have been held with deans and other leaders to better understand the needs of academic units and to help them plan IT usage.
  - Together with the Center for Advancement of Teaching and other partners, OIT has organized and sponsored a series of 7 symposia covering various areas in which IT can be used in support of instruction and research.
- **Departmental IT Planning:** An Academic and Administrative Unit Guide to Information Technology at Rutgers has been developed and is currently available as a draft. This document pulls together a wealth of information to help guide units in their planning for the use of IT, as well as, the services OIT provides. Feedback and comments on the draft are being solicited from university community before a final version is released.

<b>Goal 5: Continue to develop staff members who will provide IT leadership in support of the achievement of Rutgers' strategic goals</b>
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**Accomplishments:**

- **Human Resources Activities:** Twenty-four new staff members have been hired this year including the Director for Telecommunications, a new Associate Director in NBCS, a number of new application developers and system administrators, and the new positions supporting instructional technology and myRutgers which are supported through the student computing fee. Recruitment is underway for an additional 10 positions. In recognition of increased responsibilities and contribution to the organization, there have been a total of 35 reclassifications and in grade increases during the past year.
  
- **OIT Professional Development:** In the IT environment continued learning and development is critical both in the hard skills and the softer skill areas. There have been a mix of development opportunities for staff. Some events are sponsored locally and others through outside organizations and associations for example:
  - A number of staff attended the Disney Institute, well known for their service oriented training programs.
  - Application and data management staff participated in various training courses such as object oriented programming, data modeling, java programming and oracle data base management courses.
  - In collaboration with UHR, harassment workshops were held for OIT directors, managers and supervisors – over ninety people have attended these sessions.
  - Staff have participated in security training offered by the NJ Chapter of InfraGard sponsored by the FBI.
  
- **University Outreach and Leadership:**
  - OIT senior staff members participate on UHR IT Committee, which meets monthly to review various IT staff recommendations submitted to UHR.
  - In cooperation with UHR, OIT is working on the development of an IT Certification process for employees. Courses are being developed to support this initiative with a goal of improving communication and providing IT staff with a broad perspective of the array of IT resources and services that are available as well as key responsibilities in the area of security and controls.
  - Provided support for the Constituency Research Project, through our participation on the Communications Advisory Committee. Information gleaned from this university-wide effort is helping to inform and improve OIT communication efforts
  - Sponsored security training sessions focused on “log analysis” for the university community, over fifty people attended.
  - Sponsored the SANS GCIA (certified intrusion analyst) certification class for ten weeks during the evening hours. Fifteen staff members took advantage of this opportunity.

- Hosted Cisco Certified Network Associate (CCNA) training program for internal and departmental staff. This course prepares technical staff members to take the CCNA exam and receive Cisco certification.
- **Local and National Leadership:** OIT staff are active participants and have taken a leadership role in the information technology profession and the higher education community. Examples of this years activities include:
  - Attendance at national conferences and institutes sponsored by the US Department of Education, AACRAO, Educause, JA-SIG (Java in Administration Special Interest Group) and Oracle.
  - Presentations at the Cumrec and Educause national conferences, as well as, the New Jersey Digital Government Summit and the Mellon Foundation Open Source Retreat.
  - OIT Senior staff currently serve on the Educause Membership Information Services Committee and the JASIG Board.
  - Members of ESS-IPS participate on the Educause/I2 Security Task Force subcommittees for Security Awareness and Security Policy.
  - OIT has two representatives on the NJEDGE Network Advisory Board. One OIT staff member is the Rutgers University Constituent Service Representative (CSR) and promotes NJEDGE.Net based seminars that highlight various IT learning applications
  - Organized and attended the first New Jersey Higher Education CIO meeting in the state. This year meetings were held in the fall and the spring and the purpose is to foster increased communication, more cooperation, and joint planning. Rutgers has taken the lead on exploring a joint procurement opportunity.

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