OFFICE OF

Information Technology

ANNUAL REPORT

2007

UNIVERSITY *of* ALASKA

Partnering

UNIVERSITY *of* ALASKA

Steve Smith
Chief Information Technology Officer

Accessible. Accountable. Aligned. That sums up the goals and the work of the Office of Information Technology. The pages that follow in this first annual report on the UA/UAF Office of Information Technology tell the story of the how well those goals were achieved over 2006-2007. It is largely a story of people working to help others do their jobs, conduct their research, teach, learn, attain their goals, and sometimes just get through the day without a computer glitch or an interrupted phone call. Information technology is not the mission of the university but without a smoothly working IT infrastructure it is impossible to achieve that mission. Soon you will begin to hear, if you haven't already, about cyberinfrastructure. Where an industrial age relied on dependable infrastructure of roads and power and materials, an information age relies on a dependable infrastructure of networks, computers and software – and integration of all of those into useful tools. The staff in OIT work every day (7 days a week) to provide that cyberinfrastructure for the university community.

OIT also represents a new sort of organization within the UA system. OIT is a consolidation of departments previously part of UAF and the statewide administration, serving both UAF and Statewide as well as the UA system. The goal is better service. Are the people in OIT part of UAF? Yes. Are they part of UA Statewide? Yes. Are they part of faculty, staff and others who come in contact with the university to have the access they need to do what they need to do? This annual report provides part of the answer to that question.

for Success

UA President
Mark Hamilton

UAF Chancellor
Stephen Jones

I'm pleased to present the first annual report for the University of Alaska Office of Information Technology.

When the merger of the Statewide and UAF IT departments began two years ago, there were a few skeptics as well as supporters. Change is never easy but is often necessary.

Put into simple terms, this merger—this change—needed to happen so we could serve UAF, SW, and the UA system more effectively and efficiently. UAF is a world-class research and teaching institution with a large public service component as part of its mission. SW is a fully engaged system administration supporting each one of its 16 campuses and various outreach centers. With the Statewide administration housed on the UAF campus, it only makes sense that we share technical expertise and services. This benefits not only the people who work and learn on the UAF campus and other academic institutions throughout the state, but also the public at large, which expects a public university to take the utmost care of the public dollars it receives.

The Office of Information Technology represents a new collaborative organizational structure at work across the UA system. There have been a few obstacles along the way. Each obstacle provides an opportunity for success. I am confident that OIT, with the support of both the Statewide and UAF administrations, will address new challenges to best serve our students, faculty and staff.

Most people who know me recognize my technology literacy deficiency. Yet even I am utterly dependent upon 24/7 electronic communication, access to data, timely management reports and continuous connection to the Internet.

All of us at UAF are likewise unable to teach, learn, discover, research, serve and administer without information technology—reliable and effective information technology supported by competent, concerned, committed and enabled practitioners. Where the IT staff resides within the organization means far less than the strength and quality of their performance and service. For that reason, I agreed more than two years ago to pilot a combined UAF/UA Statewide OIT structure to more efficiently serve UAF and the central UA Statewide operation. Please view this annual report as a progress update. I believe we are well served; the report hits some highlights, cites some progress and mentions a few challenges.

We simply cannot prepare our students for leadership roles in our new, flat world unless their university is technology-relevant. I look to OIT as our means of ensuring relevancy. Our goal is to provide the cyberinfrastructure and IT support that permit you to do what you do best: discover, learn, instruct and empower.

Supporting the University and BEYOND

OIT Mission:

The University of Alaska Office of Information Technology is a strategic service organization providing technology tools, expertise and planning to facilitate the University of Alaska's mission.

The University of Alaska (UA) Office of Information Technology (OIT) is a merged unit composed of UA Statewide (SW) staff and University of Alaska Fairbanks (UAF) staff. OIT is guided by system and campus principals, rooted in the strategic areas of focus at the University of Alaska Fairbanks and supporting services for all campuses in the UA system.

The University of Alaska inspires learning, and advances and disseminates knowledge through teaching, research, and public service, emphasizing the North and its diverse peoples. Regents' Policy 10.01.01.

The University of Alaska Fairbanks, the nation's northernmost Land, Sea and Space Grant university and international research center, advances and disseminates knowledge through teaching, research and public service with an emphasis on Alaska, the circumpolar North and their diverse peoples. UAF–America's arctic university–promotes academic excellence, student success and lifelong learning.

ACCESS
ALIGNMENT
ACCOUNTABILITY

OIT exists to serve and empower the university community, facilitating the university's mission to educate Alaskans and supporting basic and applied research to advance economic opportunity. OIT recognizes that its value is predicated on how well it provides high quality services and maintains stable technologies to support the university's mission. As a result, OIT is committed to:

- Providing access to robust, reliable and cost-effective technology infrastructure for teaching, research and outreach
- Supporting a common set of basic IT services that provides access to networks, information systems and support services
- Maintaining clearly articulated service levels to meet the expectations of both IT users and service providers
- Engaging and communicating with the user base to assist OIT to establish and evaluate service priorities and to provide appropriate institutional oversight
- Planning in partnership with faculty, students and administration for future IT services and requirements needed to support university programs and enhance competitiveness for Alaska institutions
- Implementing fiscal management practices appropriate for higher education to provide high quality, cost-effective basic services and differentiated services

OIT LEADERSHIP

Karl Kowalski

User Services (US) is the front-line group working directly with UAF students, faculty and staff, ensuring delivery of IT services. User Services is the first point of contact to assist with technology needs and provides help desk assistance, training and desktop support. Additionally, User Services is an integral part of UAF's instructional delivery through academic computing support (smart classrooms, computer labs, Blackboard) and video conferencing for distance education. In FY07, User Services hosted several events (Rural Sites Training Conference, Instructional Technology Day, and Faculty Spotlight) showcasing new technologies and soliciting feedback from IT consumers. User Services will continue to expand video conferencing to include new locations for access and increase the number of distance education courses in FY08.

Rory O'Neill

Applications Services (AS) programs academic and business solutions for the university system. These solutions range from system applications, such as Banner and MyUA, to MAU solutions, such as email and calendaring, to individual department solutions. AS implements an integrated vision to facilitate and enhance the University of Alaska's teaching, management and service missions. In FY07, AS continued to modify Banner to accommodate new payroll and student financial aid regulations. Additionally, AS worked closely with the UA Scholars program to improve the security of student personal information. In FY08, AS will continue working toward a single sign-on environment for online UA resources.

Fred Smits

Infrastructure Technology Services (ITS) provides the foundation and security for all deployed systems including networks, telephones and servers. The university requires continuous operation of these critical systems, which are available and monitored 24 hours a day, seven days a week, 365 days a year. In FY07, ITS participated in internal and external reviews resulting in identification of single points of failure and security vulnerabilities. Funding has been requested in FY08 to address these critical areas.

Julie Larweth

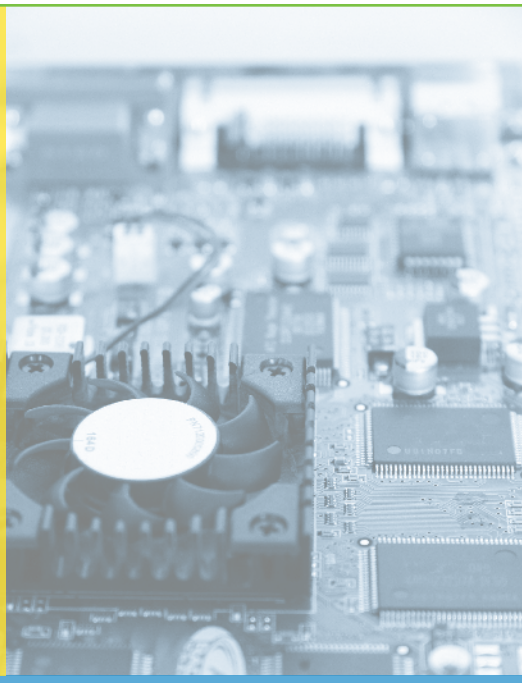
OIT Central Operations include the Executive Officer and Business Office. The Executive Officer is the OIT Chief Financial Officer responsible for financial management, strategic planning and alignment, and management of the OIT Business Office. Business Office operational responsibility includes fiscal operations and procurement, human resources, travel and recharge center coordination. Serving as the OIT liaison to UA and UAF executive management, the Executive Officer coordinates and reviews all OIT budget requests and business plans.

Jim Durkee

Technology Oversight Services (TOS) provides leadership in strategic planning, project management and technology innovation. Working closely with the CITO, TOS provides oversight of the planning and implementation of OIT services throughout the UA system. Accomplishments in FY07 include an OIT project inventory and Service Level Management training. OIT strives to provide a high level of service to the university. One of the challenges for TOS is to summarize technology services in a clear, concise format to allow both OIT and the university to measure the quality of these services.

FY07 EVENTS a

The first UAF **Instructional Technology Day** (IT Day) took place in March 2007. This event showcased the newest technologies available for learning and research at the University of Alaska Fairbanks. Attended by students, faculty and staff, the event included demonstrations and lectures highlighting videoconferencing, distance education and security.



The Barrow Arctic Science Consortium (BASC) opened its newest building, the **Barrow Global Climate Change Research Facility** in June 2007. BASC, a not-for-profit organization, provides encouragement and support of research and educational activities in the Arctic. Through a UAF partnership with BASC, OIT provides information technology services to the new research facility and was on-site for the ribbon cutting ceremony.

In December 2006, OIT underwent an **external evaluation** to assess the post-merger progress made to serve the UA System and University of Alaska Fairbanks. The consolidation of IT across two major administrative units of the university represents a new organizational alignment. Recommendations from this review have been incorporated into planning and daily operations. As OIT matures, development of performance measures and best practices will increase accountability and promote strategic alignment.

nd HIGHLIGHTS

In November 2006, OIT began work on a UA wide **Enterprise Architecture** for the university's business processes. The university has engaged in automation efforts to improve service, contain costs and better utilize resources. A key to success in these efforts is alignment between technology and the university's programmatic and administrative goals.

Faculty Spotlight is a collaborative meeting between University of Alaska Fairbanks faculty, academic administrators and OIT leaders. This annual event was established in 2006 by OIT and is designed to stimulate and promote in-depth discussions regarding current and future technology needs at UAF and its rural campuses.

In March 2007, OIT facilitated the kick-off research conference event in support of the **International Polar Year** (IPY). Connecting Fairbanks researchers to others in Colorado and in Argentina, scientists were able to discuss new knowledge gained about Earth's polar regions, how those regions are changing, and how such changes are impacting the health of the planet.

In December 2006, OIT held an **Open Campus Forum on Computer Security**. The goal of this session was to raise the overall level of awareness concerning computer security. OIT presented basic information on what the university is doing to secure and protect university systems as well as tips on good personal behavior to protect your own information.

EXPLORING NEW

Virtualization

Server virtualization or consolidation allows a single server to host up to 30 percent more software applications. This introduces more redundancy for systems at a reduced cost and moves distributed servers to a central location. Virtualization reduces the number of machines currently supported from approximately 400 to less than 200, resulting in a decrease in facilities needs such as power, cooling and space. Disaster recovery efforts will be improved by creating multiple shared server backup environments for university information. This allows OIT to implement new server requests in a more efficient manner. Moving to virtualized servers may decrease existing future hardware maintenance and refresh costs.

Voice over Internet Protocol (VoIP)

UA has an infrastructure to support a converged voice (telephones), video conferencing and data (access to servers and the Internet) network. It is currently configured to support video and data. Additional investments are required to take advantage of utilizing this network for telephones. VoIP is currently in place at UAA on the Anchorage campus, the University Center, the Aviation Complex, the Diplomacy Building, and the Carlton-Trust Building. OIT will be piloting the use of VoIP at select UAF campus locations. Once in place, an individual can use the same type of network outlet for both a telephone and a computer. This shared access reduces complexity and cost of adding and moving telephones.

Video Conferencing

Video Conferencing is used both for teaching courses as well as for conducting meetings. Two key academic programs using video conferencing services for distance delivery are the UAA School of Nursing and the UAA/UAF Joint Psychology Ph.D program. Video conferencing allows students to participate in academic program courses even if not located in the same city as the instructor. In FY08, OIT will enhance the network to improve video quality, upgrade video equipment and install equipment in new locations.

"As the Northernmost and smallest UA campus, we rely tremendously upon your expertise and remote support to keep services to students functioning dependably. Through your department's assistance, our UA students will return to (or start anew) in a 21st Century classroom facility perfectly suited to their learning and research needs."

Lincoln Saito, Director, Chukchi Campus

TECHNOLOGIES

FY08 and Beyond

Digital Document Imaging

Document imaging is the conversion of paper documents and forms into a secure online environment. This project was initiated through an Accountability and Sustainability (ACAS) Initiative and promotes efficiencies at UA. Electronic documents benefit a large number of departments and services by making documents available to share in a secure environment. OIT provides application, server and database administration, software programming, account provisioning and maintenance, first-line technical support and storage for all digitized information for this efficiency project. Student Services was the first group to implement digital document imaging.

Students on the UAF campus use portable technology to work on assignments while enjoying the outdoors.

ALIGNMENT

OIT Services

UA System

OIT provides the wide area network (WAN) connecting the three main UA campuses and community campuses. This provides the foundation for access to the main administrative servers, student access to course management systems, video conferencing and access to external networks through the Internet. The network was recently upgraded to allow the provision of video conferencing between academic units at all locations.

All UA students, faculty and staff connect to academic and administrative business processes through the WAN. University business transactions are processed through the Banner system, which is accessible throughout the state. Banner allows registration for courses ranging from community interest to post-graduate study.

"Well integrated project management enables the university leadership to make more informed decisions and heightens visibility of projects. New incoming requests are aligned with the goals of the university."

Sue Sharpton, Senior Project Manager

"The help desk staff are easy to talk to and always patient. It is obvious that the staff is well trained in customer service and very capable in their area of expertise."

Olivia (Libby) Eddy
UAF Admissions Coordinator

Students

Students have access to online resources through their own computers as well as computers provided by OIT on the Fairbanks campus in student computing labs and instructional classrooms. They have access to email, the Internet and core systems such as Blackboard and ElluminateLive! OIT's student computer labs are open 24 hours and offer both PC and Mac computers in addition to specialized multi-media equipment.

MyUA provides secure access to online services, features and information to all UA students, faculty and staff. The portal is designed to provide access to most information within three "clicks" or less in an environment that can be customized.

OIT is committed to supporting student success through technology in the classroom. Special "Smart" classrooms offer technology enhanced learning through multi-media and interactive technologies. The latest trend in academic technology at UAF is the "clicker." This tool encourages active participation and discussion through real-time quizzes and surveys.

Web streaming and wireless access was installed to support the growing student and community interest in university sporting events. Working with UAF and UAA Athletic Departments, OIT brought additional network connectivity to the campuses for national sports coverage. This included real time web broadcasting opportunities and statistical analysis for the UAF hosted NCAA Division I Rifle Team Championships in March 2007.

New fiber optic cable was used to connect several UAF sites in the Fairbanks community including the Tanana Valley Campus. This allows for an increase in network capacity and reliability for distance education opportunities, such as the UAA Nursing Program.

CHALLENGES

Telecommunications Outage

OIT provides network access to Anchorage and Juneau. In October 2006, both the primary and the backup telecommunications providers (ACS and GCI) experienced severe outages affecting telephones, cellular phones and Internet connectivity. Essentially, communications services within the State of Alaska were disrupted during this outage.

In response, OIT worked with both carriers to communicate situation updates to the affected university communities. Since then, OIT has been collaborating with the IT leaders from UAA and UAS to design and implement network infrastructure changes that will provide additional network redundancy. As a member of the newly formed Disaster Preparedness Task Force, OIT continues to improve responses to unplanned outages and events.

ALIGNMENT

OIT Services

CHALLENGES

Preparation for Fall Semester Start Up

Blackboard is a course management system used by faculty and students to access class information and administer assignments and tests online. At the start of the fall 2006 semester, Blackboard was not ready for student and faculty use, resulting in over 1,000 separate Support Center trouble calls. A detailed internal analysis revealed that changes to Blackboard were implemented without adequate instructor, teaching assistant and student testing, resulting in service delays and problems that confused students and instructors who rely on this critical service.

OIT's standard practice for application deployment includes user testing to ensure changes are technically sound before widespread use. Since this incident occurred, OIT has taken steps to thoroughly prepare for semester start-up, including testing of all changes and upgrades to Blackboard. OIT recognizes the importance of planning and scheduling changes and is working more closely with academic and administrative groups to accommodate their calendars. Additionally, OIT is helping UAF establish a course management oversight committee comprised of students, faculty and staff to plan upgrades and ensure adequate planning and testing of changes to Blackboard. This management process works well for other UA systems including student and financial information systems, and will improve the business practices of a system critical to student success.

Faculty

Due to faculty interest in **reducing plagiarism in higher education**, the UAF Provost and OIT reviewed options and implemented a plagiarism detection software pilot at UAF. Installed in November 2006, UAA, UAF and UAS faculty were invited to participate in the pilot program. Results of this pilot will be reviewed with faculty to decide the best way to proceed with further implementation.

OIT supports **distance learning** by collaborating with other UA campuses to provide video conferencing technology for priority programs such as Nursing, Psychology, Engineering, and Fisheries and Ocean Sciences.

OIT worked jointly with the **UAA and UAF Psychology joint Ph.D Program in Clinical-Community Psychology**. OIT assisted the Psychology departments in the selection of state-of-the-art high definition video conferencing equipment for their classrooms and will continue to work with the departments on their changing needs. This allows students in multiple locations to participate in the same courses even though the classrooms are in different parts of the state.

Staff Supporting Students

OIT partnered with the **UA Scholars Program** to develop a website for Alaska high school administrators to enter UA Scholar information directly into university systems. This website allows the UA Scholars Program to efficiently recruit and enroll Alaska's high merit prospective students into UA programs.

Working jointly with the UA Financial Aid offices and the UA Foundation, OIT provides students with **greater access to financial aid and scholarship information**. Through the implementation of a Banner scholarship module, a single scholarship application submitted online allows a student to qualify for multiple sources of funds through an automated matching process.

Every year the UA Scholars Program awards scholarships to the top 10 percent of each graduating class at every high school in Alaska. David Lahn and Natasha Dupre are two UA Scholars from East Bartlett High School in Anchorage.

Outreach

As a benefit to UAF's many visitors, OIT provides **free, secure, wireless access** for public use at the Fairbanks Campus.

Wireless coverage at UAF has been increased approximately 50 percent since FY06, bringing UAF wireless coverage at the Fairbanks campus to nearly 75 percent.

To streamline parking processes at the UAF Fairbanks campus, OIT assisted Parking Services in the creation of four **parking kiosks** that have wireless connectivity and print parking permits for easy short-term campus parking. Parking kiosks are located at Thompson Drive, the University Park building, and the Taku and Nenana parking lots. The new machines operate like an ATM and allow parking in decal required lots.

ALIGNMENT

OIT Services

CHALLENGES

Bethel Security Incident

The Office of Information Technology discovered that computer intruders breached a server on the Kuskokwim Campus in Bethel. Multiple intrusions occurred between February 2005 and January 2006. These went undetected for a number of reasons, including the absence of unusual activity or reports of other problems related to data theft.

This incident reinforced the need for security and data management practices. OIT immediately communicated the severity of this breach to the UA community and launched an investigation in cooperation with the UAF Police Department. To date, no reports of identity theft related to this incident have been documented. However, the university remains at risk wherever information is stored on unsecured machines. OIT recognizes the importance of securing sensitive information and has implemented steps such as training, fire wall, and new password requirements to protect this information. OIT initiated an external review of security across the system and at UAF and is evaluating findings.

Research

OIT provides researchers with high performance, high capacity, redundant, resilient core network. In FY07, OIT doubled the amount of Internet bandwidth available for researchers to work with their colleagues around the world.

Museum curators use newly installed wireless equipment and mobile access for specimen cataloging and distribution of sample information through the Internet2 network to researchers in Florida.

Researchers monitoring the environment at the Institute of Arctic Biology Toolik Field Station rely on network and Voice over Internet Protocol (VoIP) telephone services that were improved with re-engineering and the deployment of a new wireless network.

"The new projectors in Duckering classrooms [moved] UAF into a state-of-the-art lecturing environment. Modern engineering design and analysis software now bring otherwise monotonous engineering equations to life in full color 3-D visual images. With this modern technology, we can maintain our educational advantage over other universities."

Charles E. Mayer
UAF College of Engineering and Mines
Professor and Chair of Electrical and Computer Engineering

OIT provides support for research institutes including the Arctic Region Supercomputing Center (ARSC) and Institute of Arctic Biology (IAB). OIT's commitment to the high availability of critical infrastructure signifies continuous environmental support and real time monitoring of vital research equipment. OIT continues to look for mutually beneficial arrangements with the research institutes to promote a cooperative technical work environment.

Expertise in designing computer facilities with special power, cooling and space requirements is provided to internal and external partners such as ARSC, IAB, the IDeA Networks of Biomedical Research Excellence (INBRE) project and BASC.

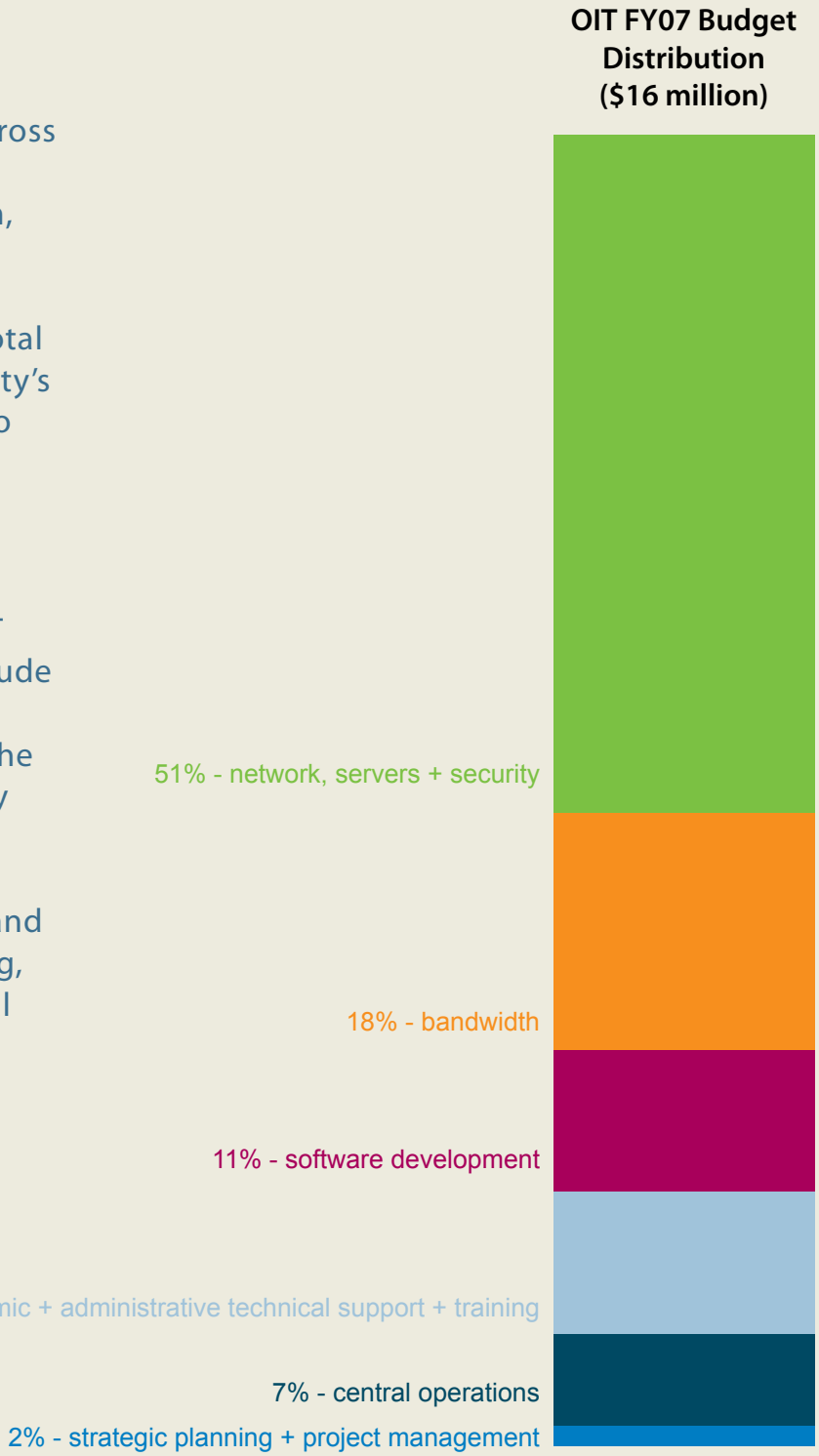
Richard Machida (OIT), second from left, joins Brad Heaston (BASC) and others on a spring 2007 whale hunt.

ACCOUNTABILITY

OIT Resources

OIT is made up of 124 employees across the UA system. The OIT general fund budget that supports the UA System, Statewide and UAF technology was approximately $16 million in FY07. Approximately $3.4 million of this total budget goes to support the university's network and Internet connectivity to community campuses and research sites.

The largest portion of OIT's budget is allocated to maintenance of the IT infrastructure. These fixed costs include network bandwidth, servers, system services (i.e., Banner) and security. The second largest expenditure category provides support for academic and administrative needs. This includes application programming, training and technical support. Strategic planning, project management and OIT central operations make up the remaining budgetary expenses.



UAF Technology Advisory Board (TAB)

The Technology Advisory Board (TAB) is a committee created at UAF that focuses on creating and fueling efforts for innovative technology. This committee is comprised of appointed students, faculty and administrators that review proposals for technology centered projects on an annual basis and award funds. Each year, OIT utilizes a small portion of TAB funds to support public student computing labs and after-hour lab support staff. Additionally, TAB assists OIT in the upgrade and refresh of smart classroom technologies.

Technology Refresh (Tech Refresh)

Annually, OIT sets aside a portion of the UAF technology budget ($50,000 in FY07) to replace aging desktop computers for faculty and staff. This program allows for a 50% subsidy on the purchase price of a computer up to a maximum of $350. This helps maintain standards across the UAF campus by encouraging the upgrade of obsolete equipment and enables OIT to provide the best possible support to current machines at the lowest possible cost.

Annual Bandwidth Expenses

Community Campuses	$1,031,474
UAA, UAF and UAS	$1,134,000
Internet Fees	$1,275,680
Grand Total	$3,441,154

Network Fee

The University of Alaska recognizes the need for all students to use technology in higher education. All students in the UA system pay a network access fee that is 2 percent of tuition, per course. This network fee collected approximately $1.4 million in FY07, half of which supplements the OIT total system budget. The remaining funds are distributed to the MAUs based on their enrollment and are used for student-centered needs as prioritized by the UAF IT Council. Items purchased with network fee funds include, but are not limited to, academic software packages for the UAA/UAF Joint Psychology program, the UAF School of Management, and the Arctic Region Supercomputing Center. Other efforts at UAF to strengthen student access to technology include investments in a student support center and equipment for smart classrooms.

Recharge Centers

In FY07, OIT operated five recharge centers across the system and at UAF. Recharge services include: videoconferencing, telephone services, calendaring, server administration and shared storage, and web design and programming. These services are available for an annual fee or on an adhoc basis based on MAU departmental requests. Recharge rates are reviewed annually by UAF Financial Services, the UA system IT Council (ITC) and the Business Council as appropriate.

ACCOUNTABILITY

OIT Statistics

99.3%

Support for the academic missions is provided with servers and networks. The number of servers OIT supported in FY07 was 381, up from 276 in FY06. Access to these servers and the Internet is provided by a network that was available 99.3% of the time in FY07.

8

The OIT Desktop Support group provides service to both Statewide and UAF. Desktop Support was able to reduce the average call out and problem resolution time from 11 days in FY06 to 8 days in FY07.

191

OIT's security staff responded to 191 separate incidents in FY07. The nature of these attacks continues to change. The combination of trained OIT security staff and security devices such as firewalls has prevented major disruptions to university processes.

900

OIT provides training opportunities for UA and UAF faculty and staff. Offering over 900 hours of instructional training in FY07 spanning 32 separate topics, OIT additionally offered 26 small group training sessions per departmental requests.

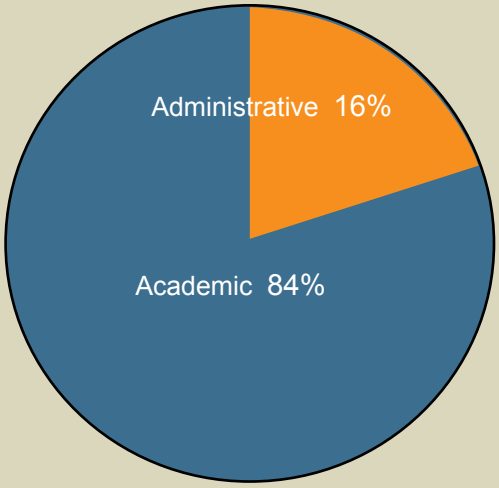
"I just want to tell you how valuable MyUA has been to me personally. The calendar is indispensable for schedule advising appointments with students. It's fantastic and many of us really enjoy using it here in Sitka!"

Cynthia Rogers
UAS - Sitka Student Services Financial Aid

4199

Video Conferencing provides a way for academic and administrative groups to work together throughout the state. The total hours of video conferencing use in FY07 was 4,199, up from 3,139 in FY06. Primary users of this OIT service include distance education programs, the UAA Nursing Program, the UAA/UAF Joint Psychology Ph.D Program and the UAF/UAS Fisheries Program.

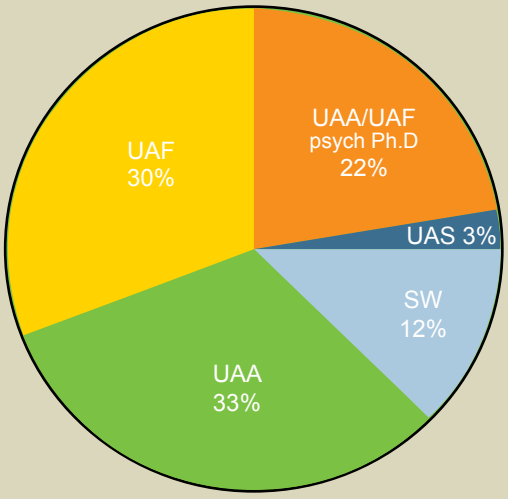
FY07 Academic and Administrative Use as Percent of Total Video Use UA System



73.6%

The OIT Support Center continues to work on improving processes for troubleshooting computer problems. The Support Center received 27,966 help calls in FY07, of which 73.6 percent of these calls from across the UA system were resolved upon the first contact with Support Center staff.

FY07 Video Usage Percentage by MAU



PARTNERSHIPS

Barrow Arctic Science Consortium (BASC)

Working with the Barrow Arctic Science Consortium (BASC) and the National Science Foundation (NSF), OIT provides information technology services to the newest BASC research facility, the Barrow Global Climate Change Research Facility (BGCCRF). BASC, a not-for-profit organization, provides encouragement and support of research and educational activities in the Arctic. OIT services include facilities configuration, on-site technical support, server and network design and ongoing operational support.

EXTERNAL

Alaska State Library and Alaska Distance Education Consortium (ADEC)

OIT partners with the Alaska State Library in multiple ways. Through a shared position with the Alaska State Library, located in Anchorage, the university and the state track telecommunication laws and policies. This shared position is currently serving as the Interim Director for the Alaska Distance Education Consortium (ADEC). ADEC is coordinating the effort to allow increased access to educational resources, through the AK20 network, for K-12 schools, post secondary institutions, museums and libraries.

Through a separate contract, OIT provides technical support for an Alaska State Library Gates Foundation project to expand library services to rural communities.

Alaska Public Broadcasting, Inc.

In an effort to operate more efficiently, OIT and KUAC are partnered with Alaska Public Broadcasting Inc., to share a wide area network (WAN) infrastructure. This shared network provides the state access to programs such as UATV, AlaskaOne, Gavel to Gavel and Alaska Rural Community Service.

Arctic Council

OIT is collaborating with the Institute of the North to participate on the Arctic Council network team. The Arctic Council is comprised of eight arctic nations–the United States, Canada, Russia, Iceland, Finland, Norway, Sweden and Greenland–this council is assessing the artic's state of technology. This assessment will determine technological best practices and create opportunities for global collaborations. Information from this study will be used to review telecommunications in Alaska.

OIT additionally collaborates with external partners in the following areas:

The ResearchChannel Board of Trustees, Pacific Northwest Giga-Pop Advisory Council, Northwest Academic Computing Consortium, Educause Network Policy Council, Educause, Northern Tier Network Consortium, Internet2, and Research Universities CIO Consortium.

"A strong partnership with OIT is crucial for many of our institutional outreach efforts, including projects such as the UAF telephone directory and the UAF web site. We've appreciated their responsiveness to projects such as these and their willingness to collaborate and brainstorm with us on how to do things better and more efficiently."

Scott McCrea
UAF Director
University Marketing and Publications

© Photo by Todd Paris

INTERNAL

UAA Hosted ElluminateLive! (eLive!)

ElluminateLive! is a real time interactive educational tool that allows a virtual classroom environment designed for distance education. eLive! allows document sharing, live chat groups, and video and audio sharing. Hosted at UAA, OIT provides local support for UAF and SW academic and administrative groups.

UAA & UAF Joint Psychology Ph.D Program

OIT's network infrastructure allows UA to accommodate new programs such as the Clinical Community Psychology Joint Ph.D program. In FY07, OIT worked with UAA and UAF departments to design and set up new distance delivery classrooms with state of the art equipment. This allows students located in Fairbanks to participate in courses taught in Anchorage and vice versa.

UAS & UAF School of Fisheries and Ocean Sciences "Two-Plus-Two" Program

OIT has assisted multiple campuses and departments with specific technology and distance education needs. For example, OIT coordinated technology upgrades for the UAF School of Fisheries and Ocean Sciences, as part of an initiative to broaden access across Alaska, in its academic partnership with UAS. UAF and UAS faculty cross-teach fisheries courses, enjoy joint appointments, and regularly join together on collaborative projects. The Two-Plus-Two program resulting from expanded access allows the School of Fisheries and Ocean Sciences to further expand its relationships across the state.

ACCESS

Investing in the Future

Investment in Broadband Internet Connectivity

Introduced to the Board of Regents in February 2006, a $30 million request for fiber optic cable will improve connectivity for the State of Alaska to national networks. This funding will allow the university to compete on an international level for federal and private research funds, and improve the quality of instruction across the UA system. The fiber optic cable will connect Alaska to other critical high speed networks. OIT is using UA procurement processes to gather information on options available from the major network service providers and will continue to explore ways to invest in Alaska's future.

University of Alaska Network Locations

OFFICE OF
Information Technology

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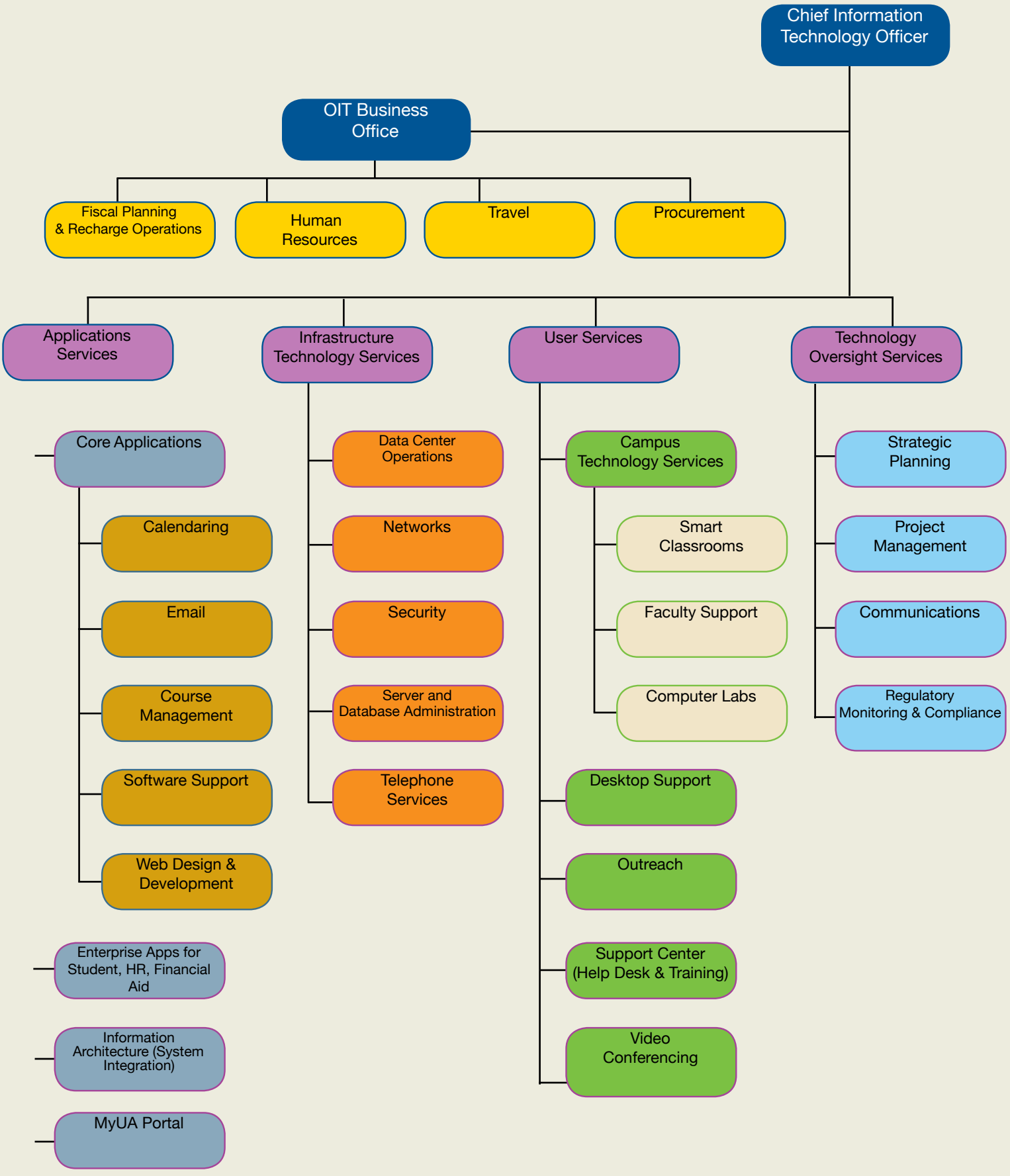
Office of Information Technology Organizational Chart



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UNIVERSITY OF ALASKA FAIRBANKS

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