Information Technology Services: Brief Facts & Trends

Significant challenges:

• demand for new services, as well as expansion or enhancement of existing services, with reduced funding and staffing
• explosion in demand for online technology services such as video (online learning and edutainment)
• demand for mobile device and location independence for consumption of technology services – anywhere, anytime, any device

I. Banner ERP/ UNCGenie

• Banner is used to process transactions and to capture administrative information for enterprise activities such as registration, financial aid processing, purchasing, cashiering and payment transactions, employee management, and donor activity.
• UNCGenie self-service functions permit faculty to enter grades and access class rosters; the Registrar to provide registration assistance and transcripts; and employees to access monthly paystubs and annual W-2’s.

II. Service Desk & Service Operations Center (SOC)

• Service Desk = “6TECH,” UNCG’s Help Desk
  In 2013, it handled 22,019 calls, 4,787 emails, 1,138 informational tickets, and 917 forms.
• SOC 24x7 monitoring of all campus technology services

III. Wired network

2006 to 2013:
• Increased performance from 10/100 Mbps to 1 Gigabit (100 Mbps is 100 million bits per second; 1 Gigabit is 100,000,000,000,000 bits per second)
• Increased availability to levels regularly above ITS goal of 99.90% uptime

IV. Wireless network

Average wireless user counts (8 am – 6 pm):
• September 2008 1,310
• May 2013 7,100 (442% growth)

• 2005 to 2013:
• expanded wireless coverage by 220% to all of campus, including residence halls and outdoor common areas (from 565 to 1,800 access points)
• with redesign, saved more than $1M in hardware and operating expenses over a four-year refresh cycle
• increased academic and recreational use of video (e.g., YouTube, Netflix & Skype) helps drive steeply growing bandwidth demand
• pervasive wireless facilitates in-class use of technology, such as mobile devices used as “clickers” for classroom response system

**Plans for 2014+:**
• 10x increase in wireless network speeds
• 3 – 4x density of wireless coverage on campus

V. **Server virtualization**

From 2007, the number of individual server-based services housed in ITS data centers has increased by 250% from 200 to 700. 500 of these services are now virtualized and provided on 24 physical machines.

• **reduced hardware costs by an average of 50% per server**
• reduced system failover and recovery time from days to minutes
• extended the useful life of campus data centers by an estimated 10 years
• **60% reduction in annual Banner operating costs from $441,881 to $178,314**
  Servers previously in distributed machine rooms (Library, DCL, Geography, Chemistry) moved to ITS data centers, for improved security and cost-effectiveness.

VI. **Communications**

• In 2010, UNCG became the first UNC campus to outsource both faculty/staff and student email/calendar.
• In 2009, ITS deployed a voice over IP (VoIP) system for UNCG.

VII. **“Blackboard Learn” Learning Management System**

• An LMS is software used primarily to create, deliver and administer courses and course material online. From Spring 2011 through mid-semester Fall 2012, ~10,000 courses were actively used. Discussion boards had over 900,000 individual posts in that period.
• During the 2012-2013 academic year, UNCG Blackboard Mobile Learn had over 1 million logins by over 20,000 unique users/devices.

VIII. **Research computing**

• UNCG-licensed software includes a variety of statistical, computational, qualitative and other research & design software (e.g., SAS, SPSS, Matlab, ArcGIS, AutoCAD).
• Partnership with NC State for access to high performance computing cluster.

IX. **Collaborative programs with other UNC campuses**

• UNCG Blackboard Learn hosting provided for NC A&T, UNC School of the Arts, and Fayetteville State University
• Disaster Recovery: In 2006, commercial solutions that met UNCG’s objectives would have cost $1M annually. In 2007, ITS designed and implemented a full disaster recovery hot-site for core Banner in partnership with Appalachian State that exceeded UNCG’s requirements and cost $130K in initial equipment investment, and $10K annually.