DRAFT Strategic Projects
Information Services – 11/17/03
Curt Pederson – Vice Provost Information Services

Central Computing: $3,500,000

- Computer Center Emergency Power Replacement, Upgrade and Enhancement - $1,000,000
  To provide for replacement of the ten-year old uninterruptible power supply, upgrade the
  power capacity in the computer room, and to install a generator to power the computer room
  and associated systems during an extended outage.

- Hardware and Software To Extend Enterprise Technology - $2,500,000
  To purchase and implement features of the SCT Banner product, the Blackboard Teaching
  and Learning environment, and associated products including such items as document
  imaging, knowledge management, workflow, UNIX-based Oracle, and the like.

Network Services/Network Engineering - $2,500,000

- Upgrade Campus Backbone - $2,500,000
  The Campus Network Backbone Upgrade Project is to continue to acquire and install
  upgrades to the current campus backbone so it is able to handle the continuing expansion in
  bandwidth requirements, and to provide network capability for Internet2 and super computer
  level access for campus users in COAS, Engineering, and Forestry. Associated with this is
  acquiring and installing additional equipment to provide backup capability for major mission-
  critical systems.

Telecommunications - $15,000,000

- Upgrade Campus Telecommunications Wiring System - $15,000,000
  The Campus Telecommunications Wiring Project is to provide upgraded fiber optic service to
  parts of campus not currently served, and to rewire a large number of existing buildings to
  provide capability to meet current high-end voice, data, and video needs.

Communication Media Services - $1,250,000

- Digital Media Initiative - $1,000,000
  OSU is faced with fundamental changes in how media (video, audio, graphics, documents) is
  stored, retrieved and handled. Small incremental changes have been occurring in recent
  years, but with the availability of large scale media servers and storage environments, and
  with the introduction of integrated software solutions to index, search and stream those
  assets, it makes sense that OSU invest in a central media server to serve all areas of the
  University. The addition of the server and management system greatly impacts both the
  media producer’s workflow and how people use the media assets of the University are
  accessed and used.

Such a system would be comprised of a central server, peripheral application servers, points
of presence hardware, a storage area network, near online archival storage, and a digital
asset management software suite. Due to the distributed nature of the media producers, the
system will require multiple points of presence. The system would leverage existing IT
hardware and personnel resources, but would require an additional 2.0 FTE for systems
maintenance. The project would be phased over a two-year period with the central
infrastructure put in place first, followed by the addition of distributed equipment.
- **Development of a Faculty Development Laboratory - $230,000**

  The mission of Faculty Technology Training Lab is to provide resources and training for OSU faculty who are developing multimedia materials for instructional purposes. With the arrival of the Blackboard Instructional Portal [enterprise level], faculty, staff and students will need training and assistance for this system to be successful.

  The Faculty Technology Training Lab will provide faculty access to computer hardware, software and assistance from professional staff and graduate students. The Lab provides consultation to OSU faculty for developing instructional web sites, scanning images, and converting files for on-screen presentations, digital image editing, file transferring, and video capture. The Faculty Technology Training Lab will be a centralized source on campus for the resources crucial to on-line web course development.

- **Technology Support Services - $100,000**

  - **Campus-Wide Help Desk Solution - $100,000**

    The helpdesk system would provide a systematic methodology for user support, and provide efficient functions for remote voice and electronic user requests. The system would document support center activities and provide for knowledge to be recorded in the knowledge-base system for future and general use. Support requests are automatically tracked with prompts and escalation (automated forwarding) when appropriate. Levels of support are identified and requests are directed to the appropriate level. The first line of support and/or the knowledge bases handles general requests. More complex questions are handed off to higher levels of expertise.

    Phase one would consist of developing and implementing an IS helpdesk solution, including appropriate knowledge bases, which could in turn be scalable to the campus. Approximate up front costs for implementing this first phase is $50,000, which would include software licensing fees, hardware and FTE, with $50,000 recurring needed.