New Mexico State University

ACANS Profiles

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Introduction

As outlined in the *University-wide Technology Planning* memo dated February 9, 2005 (Appendix D), the use of the information gathered here is to ensure that IT planning and decision-making for the advancement of the University are made collectively though collaboration facilitated by one or more members of ACANS. It is important to note that initiation of a forum to collectively gather, discuss, create consensus for, and ultimately implement recommendations for Information Technology services at NMSU and throughout is essential to meeting the needs of the University now and in the future.

The purpose of the Information Technology (IT) Profile report is to provide a snap shot of the technology resources and IT projects throughout the New Mexico State University system. Resources, in this context, are two-fold and include:

- All technical and IT support areas / departments / offices within the NMSU system
- All services and projects associated with these areas / departments / offices

The results of this report summarize responses from approximately 37 IT-related areas throughout NMSU system. There were 13 IT areas reporting from Colleges, 20 from service departments, and 4 from branch campuses. From these areas, there were a total of 232 planned projects / goals (some areas did not report planned projects / goals). Please see Appendix A for a breakdown by College, Department, and Branch.

As a starting point for this collaboration, a project has been initiated to gather information about the various IT groups on Campus and off and their needs with the final result being an ACANS conference to discuss the findings and provide solutions collectively as a group. The project will have the following distinct parts:

- Data collection, which involves sharing information about the services we provide and how we provide them
- Data analysis, where we will determine our strengths, possible deficiencies and our alignment with the goals and objectives of the university
- Planning, where we hold a mini-conference that includes IT and non-IT professionals to look at the most significant IT issues and how best to address them
- Documentation, which includes our formal recommendations and financial estimates

Method

Data Collection

To facilitate data collection, Information Technology Profile templates requesting that each of ACANS departments (including ICT) develop their own department profile to share with the rest of NMSU to begin our discussion were distributed via email.

The purpose of the department profiles should give us all an understanding of our collective central and departmental services and a better idea of the "total cost of ownership" of IT at NMSU.

Participating ACANS members then returned their profiles to ICT Strategic Relations for compilation and distribution prior to the scheduled ACANS mini-conference. Strategic Relations can be reached at ict_sr@nmsu.edu or by contacting Brian Ormand at 646-1949.

NMSU Main Campus :: Colleges

College of Agriculture & Home Economics

Agricultural Communications has four groups who provide IT support and services to the College of Agriculture and Home Economics.

Agricultural Communications IT

AgComm IT provides IT Support and services for the faculty and staff of the College of Agriculture and Home Economics both on the Main Campus and throughout the State of New Mexico in its' Extension and Experiment Station Offices.

Services Provided

Service Provided	Description, Clientele, & Notes	Staff FTE	Student FTE
Academic Support	**On Campus** - Provide workstation and peripheral support including purchasing, application, maintenance and repair. Provide general end user support including help desk and on site troubleshooting and problem resolution. Provide Server and shared computing services including MS Exchange services, Unix email, and also file and printing services. Provide support for research specific applications and hardware including data collectors, chromatographs, etc. Provide networking and data communication support including resource sharing and management. Provide resources for data backup and storage. Maintain computer lab for college; used for public, classes, and training. Provide secure storage for sensitive college data. Provide management for projects and events within the College of Ag.		
Academic Support	**Off Campus** - Provide workstation and peripheral support including purchasing, application, maintenance and repair. Provide general end user support including help desk and on site troubleshooting and problem resolution. Provide Server and shared computing services including MS Exchange services, Unix email, and also file and printing services. Provide support for research specific applications and hardware including data collectors, chromatographs, etc. Provide networking and data communication support including resource sharing and management. Provide IT "facility" areas for network and service distribution. Provide resources for data back and storage. Maintain "office level" distance learning centers for public computer use and staff training. Provide management for projects for all IT related events and projects which occur at our Off Campus Offices.		
TOTAL FTE		**7.4**	**1.0**

Planned Projects & Goals (next 12-24 months)

- Continue to develop secure and redundant local storage and backup options for off campus offices
- Install routers in offices not on NMSU network in order to create VPN tunnels back to campus
- Move off Campus offices from non NMSU networks to NMSU network where possible

Agricultural Communications Multimedia

AgComm Multimedia provides Web site development, animation for web and video, DVD development, interactive CDROM development, print work (grant funded) for the College of Agriculture and Home Economics.

Services Provided

Service Provided	Description, Clientele, & Notes	Staff FTE	Student FTE
Academic Support	Provide development for grant funded projects such as programming, graphic design, interface design, packaging design, illustration, authoring for DVD, web streaming, consultation and project management. Provide project management, needs assessment, consultation and quality control. Provide "Flash" programming and illustration. Includes visual design, illustration, and programming. Provide DVD authoring development, interface design, visual design and quality control. Provide interface design, markup and consultation for grant-funded projects including quality control. Provides graphic design work for posters, DVD and CD packaging on high-end products along with quality control.		
TOTAL FTE		**5.5****	**1.5**

*NOTE: ** Includes two (2) temporary positions*

Planned Projects & Goals (next 12-24 months)

- Continue with grant funded projects

Agricultural Communications Tech Help Desk

AgComm Tech Help Desk provides technical help and troubleshooting for the College of Agriculture and Home Economics.

Please see Appendix C for additional information and breakdown of services per area / department.

Services Provided

Service Provided	Description, Clientele, & Notes	Staff FTE	Student FTE
Academic Support	Supporting grants and faculty oversight of the CAHE Help Desk	0.5	0
Administrative Support	Support tracking and training efforts of various technology grants	0.25	0
Training Facilities Support and Other	(i.e. Centra, Satellite and Video Conferencing, Web casting and help desk support) Setup training rooms within CAHE and other University locations on various technology training. Offer training, support and resources on using technology in the classroom, Extension and as related to other College missions.	2**	1
TOTAL FTE		**2.75****	**1**

*NOTE: ** Includes one (1) temporary position*

Planned Projects & Goals (next 12-24 months)

Continue on grant-funded projects for strengthening technology skills of faculty, staff and students, including:

- Digital portfolio and digital video resume initiative
- Identification of baseline and above line computer competencies for all College personnel
- Online resources for learning baseline competencies
- Promotion of help desk services College-wide
- Publication of technology tip sheets
- Support for phone, email or personal requests
- Support lab work by students related to digital video Continued support of the help desk, including:
- Training to all faculty and staff on variety of topics and given in person or over web conferencing
- Training workshops for students and faculty

Agricultural Communications Web

AgComm Web provides Web site development, maintenance and training for the College of Agriculture and Home Economics. It also provides for other related web sites, such as special initiatives, hosted conferences, and outreach programs.

Services Provided

Service Provided	Description, Clientele, & Notes	Staff FTE	Student FTE
Academic Support	Includes visual design, interface design, programming, markup, consultation, project management, QA, training, and web server maintenance. (Note that other FTE's contribute part of their time to this effort – for instance, the print publications layout group also creates and uploads PDF versions of College publications, and many College employees contribute and maintain content for the web site. These individuals are not reflected in the FTE count for the group, as their contribution is primarily content-based, not IT-based, event though it does involve some small amount of IT knowledge.)	4	0
TOTAL FTE		**4****	**0**

*NOTE: ** Includes one (1) temporary position*

Planned Projects & Goals (next 12-24 months)

- Find an affordable campus wide backup solution. ICT currently offers backup service but the cost is prohibitive and should be free
- Have a staff member become a Certified Mac Technician

College of Arts & Sciences

Services Provided

Service Provided	Description, Clientele, & Notes	Staff FTE	Student FTE
Academic & Administrative Support	Computing and networking support for the College. Many departments use ICT services for this support.	11	?
TOTAL FTE		**11****	**?**

*NOTE: ** please see table below for support distribution per Department*

Department	Support FTE
Art	0
Art Gallery	0
Astronomy	0
Biology	0
Communication Studies	0
Computer Science	2
English	0
Criminal Justice	0
Geography	0
Geological Sciences	0
Government	0
History	0
Journalism	0
Languages & Linguistics	3
Mathematical Science	5
Military Science	0
Music	1
Physics	0
Philosophy	0
Psychology	0
Sociology / Anthropology	0
TOTAL FTE	**11**

Planned Projects & Goals (next 12-24 months)

College of Business

The College of Business provides end-user support to all faculty and staff, in addition, we support 4 student computer labs/classrooms and support all the applications required for students.

Services Provided

Service Provided	Description, Clientele, & Notes	Staff FTE	Student FTE
Academic Support	Provide all end-user support to faculty and staff to include hardware and software issues		
Administrative Support	Procure new equipment to include workstations, printers and servers		
Server / Web / Wireless Support	Maintain all administrative and academic servers (10-12) Maintain College and Departmental websites Support College-wide wireless network		13-16
Training Facilities Support and Other	Support 4 student computing labs / classrooms Staff and support main student computing lab; provide student support as needed		
TOTAL FTE		**2**	**16****

*NOTE: ** number of students fluctuates per semester*

Planned Projects & Goals (next 12-24 months)

College of Education

College of Education – Distance Education

The office of Distance Education Programs in the College of Education provides support and assistance to College of Education departments/instructors in the development and implementation of technology-based and off-site or hybrid distance education programs and courses

Services Provided

Service Provided	Description, Clientele, & Notes	Staff FTE	Student FTE
Academic Support	Act as a liaison between ICT staff and faculty to make sure successful operation of distance education infrastructure and to provide support to students Provide technical support to faculty when developing WebCt based courses Serve as a facilitator when classes are delivered through CENTRA Serve as a facilitator when classes are delivered via ITV Support faculty in developing and delivering distance instruction through the appropriate use of technology (including fully on-line and hybrid courses)	0.75	0.125
Administrative Support	Assist in the offering/administration of contract courses/programs or professional development credit Coordinate with instructional departments on the development and offering of distance education programs/courses Work with the distance education coordinators in the various campuses and school districts to determine needs and recruit students	1.7	0
Training Facilities Support and Other	Collaborate with the different offices across the university to ensure proper support for distance students Design, build and maintain WebPages regarding the different distance education programs Design, create and distribute programs' brochures as a marketing strategy Work with departments across the college to insure that processes support the distance students	0.25	0.125
TOTAL FTE		**2.7**	**0.25**

Planned Projects & Goals (next 12-24 months)

- Collaborate with faculty and administration to evaluate technology-related instructional materials, methods
- Redesign the College of Education-Distance Education web page
- The redesign OH building will assign a total new space (classroom) for interactive television classes. This will require maintaining a schedule and signup system
- Work with the College of Extended Learning to develop policies and procedures to facilitate distance education initiatives

College of Education – Learning Resource Center

The Learning Resource Center houses the instructional labs for the College as well as resources for the New Mexico Curriculum Adoption and the New Mexico Educational Resource Center for the NASA Educational Materials. The LRC provides software and hardware IT services to support the administrative and academic IT functions of the College of Education through equipment installations, maintenance, training and advice.

Services Provided

Service Provided	Description, Clientele, & Notes	Staff FTE	Student FTE
Academic Support	Maintain 2 lab classrooms (26 and 21 computers, 2 LCD projectors, 2 smartboards, 3 scanners) an open lab area (12 computers 3 scanners, 2 copiers), educational software preview center (2 computers, audio listing /duplicating equipment), Video editing area (3 computers and an assortment of DV, DVD, VHS, hi-8 players/burners/editing/duplicating equipment. NASA ERC (1 computer, TV/VCR. Laserdisc and VCR duplicating equipment, slide views/copiers) Maintain classroom equipment. Most classrooms have overhead projectors and TVs with VHS VCRs. We also provide for checkout 3 PC carts with LCD projectors and 3 TV carts with DVD/VHS combo VCRs Provide software and hardware installation & maintenance for faculty and Grad assistants. Provide training and assistance with email problems, software problems, virus and spyware removal, advice on webpage design, brochure design and printing, equipment purchases, and other technology-related issues Provide multimedia equipment for checkout to College of Ed students & faculty (digital cameras, video cameras, audio tape decks, In-Focus projectors and laptops) Provide webspace and accounts for technology classes. Design, build and maintain some of the faculty project/program web pages, assist faculty with other projects and web pages	2	4
Administrative Support	Provide software and hardware installation & maintenance for administrators and staff. Provide training and assistance with email problems, software problems, virus and spyware removal, advice on equipment purchases, and other technology-related issues Operate and maintain the College of Education web server, NASA NM web/database server and other college databases, and Novell file server. Design, build and maintain most of the college departmental web pages	1	1
Training Facilities Support and Other	Some administrative training occurs in our labs, but we basically just provide space and occasionally have to load a program. (Centra training last year, Banner training this semester, Intel workshops in the summer)		
TOTAL FTE		**3**	**5**

Planned Projects & Goals (next 12-24 months)

- Replace the 10 PCs in the open lab in the front of the LRC in the next year
- The change to the content management system will involve redesigning the College web pages
- The redesign/renovation of O'Donnell Hall will require a move and reorganization of our space and operations

College of Engineering

Engineering Technical Support is responsible for providing all Administrative, Academic, Research, and Web support for all Servers and Workstations (all Operating Systems). This includes all software, hardware, networking installation, configuration, maintenance and repair for all of the Departments in the College of Engineering.

Please see Appendix B for additional information and breakdown of services per area / department.

Services Provided

Service Provided	Description, Clientele, & Notes	Staff FTE	Student FTE
Academic Support	Provides Web Design, and Server Administration (UNIX) for Departmental Web Pages. Provides all network support (i.e. TCP/IP, LAN and Wireless). Provides peripheral installation, configuration and repair, (i.e. Printers, Scanners, Projectors, Palms, etc.)		
Administrative Support	Provides software & hardware computer installation, configuration, maintenance and repair on all PC and Macintosh computers, a MS 2000 server and a MS 2003 server		
TOTAL FTE		**6**	**6**

Planned Projects & Goals (next 12-24 months)

College of Extended Learning

College of Extended Learning – Office of Distance Education

The College of Extended Learning's Office of Distance Education provides comprehensive distance learning opportunities to meet diverse educational and professional needs anytime, anywhere. The College of Extended Learning provides leadership in the area of Distance Education, seeks external funding opportunities, works with College Deans & DE Directors to develop new DE opportunities, develops policies regarding DE, addresses related legislative matters and provides national visibility by participation in national distance education policy. The College of Extended also offers two degrees (Bachelor of Applied Studies and Bachelor of Individualized Studies) that facilitate transfer and articulation of two-year community college students to four-year degree programs at NMSU.

Services Provided

Service Provided	Description, Clientele, & Notes	Staff FTE	Student FTE
Academic Support	Academic, technical, and administrative support for Distance Education faculty and students via phone, email, and the web. Development of training and educational resources for university-wide use. Example: WebCT Tutorials. Provide assistance and initial advising for distance education students		
Training Facilities Support and Other	Conference planning including registration databases, support materials, technical support, and multimedia services. Face-to face technical training at remote locations for new DE students Implementation and maintenance of the Albuquerque Center's Distance Education classrooms. Implementation, maintenance, and scheduling of training rooms (La Academia, MH 185) and computer labs (Distance Learning Computer Lab, MH 80). Maintenance of the Distance Education website. Multimedia services including video, web, CD, and DVD production. Provide coordination of facilities and academic program offerings at remote sites (ABQ and community colleges throughout the state). Technical and instructional design support for prospective distance education instructors, including the use of e-learning tools such as WebCT and Centra. Technical training opportunities through the ITAL Program. Web content management services for the Weekend College website. Web database services for maintaining course schedules and degree program listings related to Distance Education. Workstation and server support for in-house and CoEL partners.		
TOTAL FTE		**7**	**3**

Planned Projects & Goals (next 12-24 months)

- Collect appropriate data to be able to plan new strategies (web-based vs. off campus) and DE offerings that are needed by the citizens of our state and beyond.
- Continue to look for and develop funded projects for DE and the Creative Media Institute.
- Provide more faculty development opportunities.
- Work closely with the DE College Directors to look for new opportunities and appropriate DE offerings.

College of Extended Learning – Institute for Film & Digital Arts

The NMSU Creative Media Institute for Film & Digital Arts (CMI) is a cross-disciplinary, cross-technology approach to digital filmmaking and animation. CMI will offer a two-year Associates Degree through the branch campuses and a four-year degree through the College of Extended Learning (Bachelor of Individualized Studies) under the direction of Dr. Carmen Gonzales. The proposed launch date will be fall '06 for the four-year program. The branch campuses will begin in fall '05.

The Creative Media Institute will be housed in Milton Hall and will have a screening room, a digital media lab, and a production studio. The NMSU Creative Media student will be able to manipulate text, sound, images, and cinema. The curriculum is designed to allow a student to take classes in Digital Film, Animation, Theatre, English, Art, Business, Broadcast Journalism, Music, and Computer Science that crossover into media production. The Creative Media program offers the students the opportunity to be involved in internships in digital video, animation, gaming, visualization and simulation, industrial video, and educational video through our varied production facilities on campus. The two-year degree program will provide the student with direct experience in the craft of that specialty area and will offer the student an opportunity to segue into the four-year degree program that will be an interdisciplinary approach in the art of Creative Media. The Bachelor of Individualized Studies degree in Creative Media provides a liberal arts background that will enable the student to pursue further education and professional training.

Services Provided

Service Provided	Description, Clientele, & Notes	Staff FTE	Student FTE
TBD	Still in Planning Stage	7	0
TOTAL FTE		**7**	**0**

Planned Projects & Goals (next 12-24 months)

- Fall '05: Finalize all courses for CMI
- Fall '05: Pilot CMI courses (theory courses that do not need lab space such as; Perspectives of Film, History of Film, Introduction to Creative Media, Intro to narrative, etc.)
- Fall '05; Course implementation at the Branch campuses
- Fall '06: Begin classes for CMI four-year program
- Spring '06: Launch/market CMI (Communications: web, brochure, presentations, etc.)
- Summer '05: Begin RFP process of construction/renovation of spaces at Milton for Digital Media Lab, screening facility, production space and office space

College of Extended Learning – Media Technology

The College of Extended Learning's Media Technology is responsible for providing instructional support services to students, faculty and staff on campus as well as distance learning programs.

Services Provided

Service Provided	Description, Clientele, & Notes	Staff FTE	Student FTE
Training Facilities Support and Other	Facilitates two-way video conferencing world wide for meetings or distance education courses Individual or group training sessions for teaching at a distance using two-way video Offers on site and ITV classroom video taping of lectures, guest speakers or special presentations Offers video editing including field shooting, graphics, music, voice over recording Provides audio duplication services of standard audio cassettes Provides duplication services for VHS, SVHS, mini DV, and DVD Schedules CENTRA (voice over IP) for training, meetings or teaching Video conversions to or from foreign standards PAL, SECAM and NTSC	1.5	3
TOTAL FTE		**1.5**	**3**

Planned Projects & Goals (next 12-24 months)

- Continue to provide training and support for distance learning instructors using two-way video and CENTRA
- Strengthen relationships with New Mexico colleges and universities in the distribution and sharing of distance education and training programs using two-way video
- Up grade duplication services to include CD ROM, replace older VHS and DVD duplication machines

College of Health & Social Services

The College of Health and Social Services Media & Resource Center is a central point for instructional/technology support for HSS faculty as well as basic computing needs for students in the Departments of Nursing and Health Science and in the School of Social Work.

Services Provided

Service Provided	Description, Clientele, & Notes	Staff FTE	Student FTE
Academic Support	(General services) Provide supplemental WebCT support for HSS faculty and GTAs – instructional services. This includes acting as co-designer or consultant on 40+ Web-enhanced or –based courses. Assist students with course-related projects. Facilitate production of instructional materials – research and discipline-specific applications.	0.6	0.25
Administrative Support	(General services) Maintain websites for all three departments plus overall college. Maintain online calendar for equipment and room resources. Run Media & Resource Center for faculty and students – general end user support/management.	0.41	0.25
Training Support	(General services) Provide supplemental technology training for HSS faculty and GTAs. This includes WebCT, Respondus, PowerPoint, Apreso, Impatica and other modalities – training and education.	0.3	0
TOTAL FTE		**1.31**	**0.5**

Planned Projects & Goals (next 12-24 months)

- Continue to streamline offerings to students as well as faculty in MRC services. Installing high-speed, sheet-fed scanner for document creation and distribution
- Continue to train faculty and GTA on web-supportive technologies to enhance delivery of online instruction (i.e. WebCT, Centra, etc.)
- Develop and nurture projects that incorporate the use of video-conferencing and Centra (and similar technologies) in synchronous training and collaboration opportunities
- Implement Video Toaster-based production suite for delivery of broadcastable and streaming media for training and distance education delivery
- Prepare to demonstrate capacity for on-demand video production for training and online delivery
- Work with college/departmental administration and faculty in clarifying base student knowledge of technology upon entry to CHSS as juniors, transfers and/or beginning masters

NMSU Main Campus :: Departments

Auxiliary Services

Auxiliary Services is the central point for technology support for several websites and web applications, as well as basic computing needs for staff in the departments that fall under the Auxiliary Services umbrella.

Services Provided

Service Provided	Description, Clientele, & Notes	Staff FTE	Student FTE
Administrative Support	Perform hardware, software, and network maintenance for desktops that run Blackboard and ID systems Install upgrades and patches to the Blackboard system Maintain all vending functions (Pepsi)		
Server / Web / Wireless Support	Maintain 2 servers – Windows 2003 and Oracle 9i System Administrator on the following systems: ID Cards, Meal Plans, Housing, Blackboard Maintain and support the Dining Services POS systems in the following locations: Fulton Center, Frenger Food Court, Garcia Hall, Cyber Café, Taos Restaurant, Crossroads Food Court Maintain and support the MoneyCard system at events and all campus laundry facilities Maintain and support websites for the following departments: Golf Course, Housing, Meal Plan Maintain and support 8 web applications (databases) including the following for Housing: AIRS, Duty Calendar, Program Database, Vending Machine Incident		
TOTAL FTE		**2**	**0**

Planned Projects & Goals (next 12-24 months)

- Implement vending solutions similar to basketball events at all home football events
- Implement Blackboard hand-held units for events (swipe ID) to deduct purchases and verify admission status
- Implement web-based Blackboard
- Purchase a server

Enrollment Management

Enrollment Management (EM) is responsible for the functional administration and end-user support of IT enrollment and retention systems that champion university processing needs of students, faculty and staff.

EM functional/technical staff support internal clients and perform as their liaisons with ICT web, student information services, security, and reporting services departments. Same staff also provides similar support for additional Vice President for Student Services departments as needed.

Services Provided

Service Provided	Description, Clientele and Notes	Staff FTE	Student FTE
Academic and Administrative Support	EM participates in joint strategic planning, analysis of business needs, IT solution selection, project planning and management, and system implementations with various academic and administrative university entities and state and federal agencies and departments. EM and its supporting IT systems jointly comprise the first visible university "face" to the majority of potential NMSU students and their families and the ongoing university "face" throughout a student's tenure at NMSU. EM is the primary contact, data custodian and functional administrator for student systems, processes and reports as they relate to outreach services, recruitment, admissions, transfer articulation and evaluation, financial aid, course scheduling, registration, degree certification and audit services, grading, academic history and retention. EM provides first level support for administrative system questions, training and reporting, student questions and student record changes. EM functional/technical staff support EM clients and interface with vendor and ICT technical staff to collaborate on the implementation of IT systems and resolution of technical issues.	14	0
TOTAL FTE		**14****	**0**

NOTE: ** FTE total is comprised of the following:

- 4 UNO Project Student Project Management permanent staff
- 5 UNO Project Student Project Management temporary staff
- 3 UNO Project Programmer Analyst II positions that are to be permanent post-project
- 1 Financial Aid technical support staff
- 1 Research Analyst

Planned Projects and Goals (next 12-24 months)

- Projects and Project Management Support
  - Assist in the evaluation of potential future student employee applicant tracking solutions
  - Coordinate engagement and training of university students, faculty and staff on internet native and self-service products
  - Coordinate UNO Project Business Process Owners Committee to ensure SCT functionality impacts on university policies and procedures are identified and resolved via appropriate channels
  - Customize SCT consultant sessions to ensure university configuration needs are addressed
  - Develop and implement imaging solutions
  - Develop and implement workflow solutions
  - Facilitate selection/acquisition of resource scheduler solution
  - Facilitate the configuration and functional/technical administration of SCT systems
  - Identify and coordinate reporting needs of university students, faculty and staff
  - Maintain SCT system security spreadsheets
  - Maintain SCT system test plans by module and plan for and test releases and upgrades
  - Participate in academic and administrative committees where student system related issues are discussed or decided
  - Perform project management support for SCT systems that includes collaborating with SCT project managers, SCT consultants, EM clients, VPSS clients, academic and administrative colleges/departments and ICT
  - SCT Banner Financial Aid
  - SCT Banner integration with WebCT
  - SCT Banner Student
  - SCT Matrix Student Marketing admissions processing for Main Undergraduate Admissions, Graduate School, Main colleges and departments, community colleges, International Programs and Distance Education
  - SCT Matrix Student Marketing prospect processing for Graduate School, Main colleges and departments, community colleges, International Programs and Distance Education
- Planning and Funding
  - Explore new enrollment management and retention approaches and solutions
  - Plan for small student computer cluster in Ed Services to support convenient student internet and administrative system access needs
  - Seek collaboration of Main and community colleges regarding student system related state, federal and foundation funding
  - Seek university coordination of outreach, recruitment and retention activities and communications

Financial Systems Administration

Financial Systems Administration is responsible for providing systems support, implementation of special projects, training, and documentation for both the University community and internally for VP for Business & Finance Office.

Services Provided

Service Provided	Description, Clientele, & Notes	Staff FTE	Student FTE
University Community			
Administrative Services & Support	Assist University community with special reports as required. Develop and Implement special systems such as PCard,, Web Look-ups, on line training sign up, Training Robodemos, etc. Implement, develop and maintain document retention and imaging for the campus using Banner Xtender Services. There are currently over 2.5 million images in Xtender. Maintain system security on all central administration systems in coordination with ICT. Maintain the NMSU PCard System – including integration of all business rules and keeping systems up to date with ongoing banking changes.	7.5**	1.5
Training & Support Services	Define, create, and provide campus-wide training and user documentation on all central administration systems. It is estimated that FSA will train approximately 1300 employees during this fiscal year. Provide end-user support on the E-Hire, HR, Finance, PCard, and Web Time & Leave systems and on administrative and business process questions via the FSA Help Center.	3.1**	0
Internal Community (Business & Finance)			
Training / Desktop / Infrastructure & Support Services	Develop and Implement special systems such as PCard,, Web Look-ups, on line training sign up, Training Robodemos, third party applications, etc. Maintain Business & Finance third party applications. Maintain, and support PC software and hardware for all Business and Finance employees (490). This includes the acquisition and deployment of new PC's throughout the organization and maintenance of all physical inventories for VP Business and Finance. Provide Help Center Support on all Desktop and Administrative System use issues for B&F and tech support deployment as required. Provide new employee orientation with a systems workshop for Business and Finance employees. Responsible for creation of complex ad hoc reports for NMSU central administration. Serve as system administrators for all servers (23) in the BFBP domain which includes various file and print servers and applications used by Business and Finance. This is a coordinated effort with ICT.	8.5**	1.5
TOTAL FTE		**19.1****	**3.0**

Planned Projects & Goals (next 12-24 months)

Graduate School

The Graduate School IT group is responsible for the functional administration and end-user support of IT enrollment and retention systems that champion university processing needs of students, faculty and staff.

Services Provided

Service Provided	Description, Clientele, & Notes	Staff FTE	Student FTE
Academic & Administrative Support	Provide user support for staff of the Graduate School, such as basic small systems trouble shooting, installing and updating programs, and some basic hardware repair of PC and MACs.	.5	.125
Web / Server / Networking Support	Maintain a Windows and a Linux servers, update, and revise the Graduate School webpage which is housed on our Windows server. Maintain and up date user accounts on our Linux server, which contains our student admission files. Provide networking support for the office staff of the Graduate School.	.5	.125
Other Support	Provides Banner training and support for Graduate School staff, and provides statistical reports for Graduate School staff and some graduate departments. Load GRE scores in Banner for departmental admissions decisions.	1	
TOTAL FTE		**2.0**	**.25**

Planned Projects & Goals (next 12-24 months)

- Provide more online services via our web site
- Provide more departmental web development support
- Develop training materials; conduct training sessions for departmental staff and graduate coordinators on how the Graduate School utilizes Banner 7
- Develop a more user friendly way for departments to download student admission information

ICT – Business Operations

ICT Business Operations and Financial Services is responsible for providing business process support to ICT as well as providing frontline customer service support to the NMSU Campus and the local community.

Services Provided

Service Provided	Description, Clientele, & Notes	Staff FTE	Student FTE
Academic Support	ICT BOFS maintains and manages a program that provides both cellular and paging service for all NMSU departments and cellular services for students. ICT BOFS works collectively with all ICT areas to represent ICT at administrative and student functions to promote ICT services and create awareness of services provide by ICT for both NMSU Administrative and student users. In addition, the department manages both the software resale program and the NMSU Bulk PC purchasing program. The software resale program includes Microsoft and Adobe products but others as well. The Bulk PC program uses bulk purchasing leverage to acquire additional discount on PC's purchased for NMSU departments.		
Administrative Support	ICT Business Operations and Financial Services (ICT BOFS) provides budget administration for all ICT Departments including monitoring, reporting and budget control. All financial transactions including purchasing, inventory management for both resale and NMSU property, accounts payable/ receivable are managed through the department. ICT BOFS also provides frontline customer support and tier 1 technical support to the NMSU community through its Customer Service Center and the NMSU Operator Services. ICT BOFS also provides administrative and budgeting support for the SCT Banner implementation.		
TOTAL FTE		**14**	**8**

Planned Projects & Goals (next 12-24 months)

- Continue to use bulk purchasing to leverage NMSU funding on PC Purchases
- Develop and maintain a cost recovery model for data services provided to the NMSU community by ICT
- Establish a consistent rate calculation program across all service areas in ICT
- Implement web-based billing of services for both Administrative and Student users
- Transition ICT billing into the new SCT Banner Financial System
- Upgrade ICT's Pinnacle billing system to V.5.4

ICT – Computer Systems

Computer Systems (*CS*) is a division of Information & Communication Technologies (*ICT*). We design, procure, implement and maintain computer servers on campus. These include all computer servers supporting the primary business and administrative applications for NMSU. CS installs, configures, and maintains the databases that hold all of the business and administrative data for NMSU. We provide backup and recovery services for all administrative data and servers on campus. This includes both primary and disaster recovery backups. We also provide server administration, database support and backup and recovery services to departments, colleges and branch campuses across NMSU, on a contract basis.

CS has primary responsibility for the two main NMSU email applications, email routing, virus and spam filtering and list server administration. We also build and configure all servers offering user space, logins and PC applications for all PC's in labs controlled by ICT. CS builds, configures and integrates the applications that make up student webpage design and publishing environment.

CS Consists of three major departments:

- Database Administration
- PC System Administration
- UNIX System Administration

Services Provided

Service Provided	Description, Clientele, & Notes	Staff FTE	Student FTE
Database Administration	Responsible for installing, configuring and maintaining primary administration databases and control application software rollouts that use these databases.	5.5	1
PC System Administration	Responsible for Server Administration of the primary business PC servers as well as departmental PC servers and databases.	6.5	0
UNIX System Administration	Responsible for Server Administration of the primary business UNIX and mainframe servers as well as departmental severs.	8	1
TOTAL FTE		**21**	**2**

Planned Projects & Goals (next 12-24 months)

- Continue to provide increased support without a corresponding increases in costs
- Continue to replace and consolidate aging administrative servers and services
- Continue to work with customers to provide solutions
- Continue upgrade, maintain, and patch administrative computers and operating systems
- Enhance disaster recovery readiness by moving servers and disk space to offsite areas and installing and configuring bare metal restore software
- Enhance student webpage publishing application
- Replace list serve application

ICT – Enterprise Applications Systems

The Enterprise Application Services (EAS) group's primary function is development and support of administrative software systems in the university. EAS projects involve gathering requirements from the various administrative groups at NMSU and propose and implement software solutions for them. EAS also performs maintenance tasks for all current software systems.

EAS consists of three sub groups:

- Enterprise Web Services
- Financial Information Services
- Student Information Services

Services Provided

Service Provided	Description, Clientele, & Notes	Staff FTE	Student FTE
Enterprise Web Services	Responsible for the NMSU web site maintenance and several web applications that interface with Finance and Student administrative systems. Support of the MyNMSU portal Clients are: Placement Office, Registrar's Office, all Staff and Students that use the portal to access services at NMSU	7	.25
Financial Information Systems	Responsible for the implementation and maintenance of Banner HR and Finance administrative systems Clients are: Business and Finance Office (Payroll, Personnel, Budget, etc…)	6	0
Student Information Systems	Responsible for the maintenance of VISTAS student information system and Banner Admissions and implementation of Banner student system Clients are: Student Services, Financial Aid, Registrar's Office, and Distance Education	7	0
TOTAL FTE		**20**	**.25**

Planned Projects & Goals (next 12-24 months)

- Create an maintain MyNMSU portal channels for student and staff services
- Implement Banner Finance module (June 2005)
- Implement Banner Student module (April 2006)
- Implement DARS degree audit system to Banner connector (April 2005)
- Implement LDI for e-learning to work with WebCT (April 2005)
- Implement SungardSCT Matrix – Student Marketing and Admissions (September 2005)
- Migrate Ventana- student employment system to work with Banner student (April 2005)

ICT – Faculty Research Computing

ICT Security and Faculty Research Computing is responsible for data center services to the university community, overseeing the IT security of the university, providing reporting services to ICT and core administrative offices, and support of faculty research computing.

Services Provided

Service Provided	Description, Clientele, & Notes	Staff FTE	Student FTE
Administrative Support	Printing of university documents like AP checks, student bills, etc, ,		
Data Center Maintenance	Data Center Operations, support of the MRI supercomputer		
TOTAL FTE			

Planned Projects & Goals (next 12-24 months)

- Direct, manage support Security management for NMSU
- Investigate the creation of a Regional Computer Forensics Lab
- Investigate the possibility of training law enforcement on computer crime investigations
- Provide technical support for new banner reporting products
- Support new Supercomputer for MRI grant

ICT – Instructional Support Services

ICT – Student Computing Services

Student Computing Services (SCS) ICT Student Computing Services is responsible for providing computer Customer support within the ICT and supported Departmental labs of the NMSU community.

Services Provided

Service Provided	Description, Clientele, & Notes	Staff FTE	Student FTE
Academic Support	ICT Student Computing Services (SCS) provides customer services for computer operating systems and application support for the users of the computer labs. Some areas include WebCT, Microsoft office, and NMSU on line support. SCS offers short term daily, weekly, and monthly equipment rental which includes laptops, data projectors, and other equipment. SCS also has semester rentals of desktop and laptop computers.		
Administrative Support	SCS works with the help desk and the ICT Business/Financial office with customer support and rental programs.		
Data Center Maintenance	SCS manages the Macintosh servers and supports the Macintosh clients (software and hardware) for the ICT labs and 3 Departmental labs		
TOTAL FTE		**2**	**60**

Planned Projects & Goals (next 12-24 months)

- Begin the venture into a joint game/computer room (Pistol Pete's) with Corbett center
- Improve on the short and long term rental program procedures and equipment
- Increase our level of expertise by continuing development of a structured employee training program

ICT – Reporting Services

ICT/Reporting Services is responsible for providing reports for ICT and core administrative departments. Service include the creation of reports and interfaces in support of the Banner Administrative systems, provide reports and tools to the academic community to report on student related data, manage the Cognos, Operational Data Store (ODS), and Electronic Data Warehouse (EDW) systems.

Services Provided

Service Provided	Description, Clientele, & Notes	Staff FTE	Student FTE
Administrative Support	Develop reports for a core administrative office, support reporting tools to include Cognos, ODS and other 3rd party reporting tools. Provide primary reporting for ICT	3	0
TOTAL FTE		**3**	**0**

Planned Projects & Goals (next 12-24 months)

- Implement Finance Phase I core reports
- Implement HR phase II reports
- Provide primary technical contact for ODS and Cognos
- Support "power" users on Cognos reporting tools
- Take lead role of Cognos Package development

ICT – Security

ICT/ Security is responsible for providing oversight to the IT security processes used at NMSU. This department has no current assigned personnel. It pulls from staff resources in Unix Administration, Network Operations and Control, PC Server administration and from the ICT Director's office of Security and Faculty Computing. Services include the daily monitoring of intrusion detection (virus and intrusions to the university), SPAM management, respond to law enforcement requests, oversee the security to administrative computing environments (both physical and logical access)

Services Provided

Service Provided	Description, Clientele, & Notes	Staff FTE	Student FTE
Security	Create and oversee the processes of IT security Management	0	0
TOTAL FTE		**0**	**0**

Planned Projects & Goals (next 12-24 months)

- Develop tools for more automatic accounting of user access to administrative systems
- Take lead role in communicating IT security directions for NMSU
- Train UCC Staff to manage Banner Account administration

ICT – Strategic Relations

The Strategic Relations (ICT/SR) group's primary function is to collaborate with various campus and external entities to strategically plan, fund, and implement Information Technology infrastructure and services.

Services Provided

Service Provided	Description, Clientele, & Notes	Staff FTE	Student FTE
Academic & Administrative Support	ICT/SR conducts joint strategic planning exercises, proposal writing, solution selection, project planning, business process analysis, various types of research, etc. ICT/SR coordinates the academic advisory committees for technology, and acts as the primary contact on student relations issues. ICT/SR acts as the primary customer service contact for CHECS statewide Hosting Services for WebCT. ICT/SR produces the ICT newsletter and other communications.	4	1.5
TOTAL FTE		**4**	**1.5**

Planned Projects & Goals (next 12-24 months)

- Communication & Group Support
  - Coordinate academic advisory committees (faculty and student groups)
  - Develop Web newsletter template within Content Management System
- Planning & Funding
  - Develop NMSU IT profile report (across NMSU system)
  - Develop proposal for increase of student technology fee
  - Facilitate ACANS mini-summit to increase joint efforts on IT priorities
  - Facilitate ICT mini-summit to review customer service issues
  - Seek collaboration on various funding proposals (federal, foundations)
  - State funding proposals for IT projects (NMSU & CHECS)
- Research & Project Support
  - Business Process Analysis for systems solutions as needed
  - Complete Annual "Assessment of Educational Technology"
  - Conduct longitudinal study concerning use of instructional technologies
  - Facilitate selection/acquisition of applicant tracking solution
  - Facilitate selection/acquisition of e solution
  - Facilitate selection/acquisition of resource scheduling solution
  - Facilitate selection/acquisition of web based course evaluation solution
  - Lead implementation of CHECS WebCT Vista statewide hosting center
  - Survey faculty concerning use of instructional technologies

ICT – Telecommunication & Networking Services

Telecommunications & Networking Services (*TNS*) is a division of Information & Communication Technologies (*ICT*) at New Mexico State University in Las Cruces NM. Our main function is to design, provide and maintain the fundamental telecommunication services, which include voice, data, video, alarm, classroom technology, cable and instructional television, satellite up and down link services, video conferencing services, web casting services, DHCP/DNS services, and wireless for New Mexico State University at all its locations. TNS group all runs the statewide intranet for education known as CHECS-Net. TNS is also responsible for the ICT technical Help Desk function.

TNS Consists of three major departments:

- Classroom Technology
- Data and Video Services
- Voice and Alarm Services

Services Provided

Service Provided	Description, Clientele, & Notes	Staff FTE	Student FTE
Classroom Technology	Responsible for developing and implementing classroom technology, Responsible for the campus cable TV system and Responsible satellite and up and down links, Work with faculty and staff and students to determine best use of technology	2	2
Data and Video Services	Responsible for administrative and student data networking, video conferencing infrastructure, web casting, Internet services and managing CHECS-Net (Higher Education Intranet), Technical Help Desk Clientele are all NMSU faculty, staff and students at all locations and institutions that connect to CHECS-Net	13.75	14
Voice and Alarm Services	Responsible for administrative and student voice services, fire and security alarm services, 911 services to police and voice based data services (DSL and LRE)	8.5	6
TOTAL FTE		**24.25**	**22**

Planned Projects & Goals (next 12-24 months)

- Connect to National Lambda Rail
- Continue campus wireless deployment
- Continue to develop a more robust and redundant network infrastructure
- Continue to provide high-speed access at home for faculty and staff
- Continue to provide increased support without a corresponding increase in costs
- Continue to provide solutions to CHECS-Net community
- Continue to work with customers to provide solutions
- Develop a firewall and VPN solution for the Banner systems
- Develop better connectivity options for Southeastern New Mexico
- Develop small office VPN solutions for the departments like the Extension Offices
- Establish a mechanism to provide cable TV service to new housing facilities by 2006 and to all housing facilities by 2008
- Establish a mechanism to service the multimedia classrooms to make them more effective
- Establish a new telephone LIM across the interstate
- Establish an automated " Clean Machine" mechanism to all new machines registered on the network
- Improve the offerings in the video conferencing and bridging areas, offer more alternatives for web casting events
- Multimedia enable 30 to 50 classrooms a year through partnerships with the colleges
- Pull fiber across the interstate
- Replace 911 System
- Replace Voicemail System
- Use leased fiber to interconnect sites along the Rio Grande Corridor

ICT – University Computer Center

ICT/University Computer Center is responsible for providing data center services to the university. These services include scheduling of jobs, printing checks, printing vouchers, providing a secure, reliable infrastructure for computational platforms. Provide the daily operations and control of administrative computing. Also provide survey and scanning services to the university community (mostly academic).

Services Provided

Service Provided	Description, Clientele, & Notes	Staff FTE	Student FTE
Academic Support	Create survey forms for academic purposes, scan evaluations, process Financial aid jobs, Students Accounts receivable	4	2
Administrative Support	Schedule administrative jobs, process HR payroll checks and advices, run FRS, print AP checks, vouchers, other products needed by university administration	5	2
Security	Front line help desk for banner security access	1	0
Data Center Maintenance	Maintain a secure and reliable data center including power, environmentals, and physical security to university computational assets	2	0
TOTAL FTE		**12**	**4**

Planned Projects & Goals (next 12-24 months)

- Continue to provide secure, reliable data center services
- Increase knowledge of Banner Security Processes
- Redeploy staff for support of banner as legacy systems are offlined.
- Take lead role in implementing Appworx Job Scheduler
- Take on running of core Banner reports for university needs

KRWG TV

ICT/University Computer Center is responsible for providing data center services to the university. These services include scheduling of jobs, printing checks, printing vouchers, providing a secure, reliable infrastructure for computational platforms. Provide the daily operations and control of administrative computing. Also provide survey and scanning services to the university community (mostly academic).

Services Provided

Service Provided	Description, Clientele, & Notes	Staff FTE	Student FTE
Server / Web / Desktop Support	Maintain 4 servers (3 Windows, 1 Web) (System Admin Duties included) Provide Help Desk Support for all workstations within the department Provide hardware and software support for all workstations within the department Provide additional support to broadcast functions (when needed)	2	0
TOTAL FTE		**2**	**0**

Planned Projects & Goals (next 12-24 months)

- Implement Digital broadcasting
- Intertwine regular broadcast feeds with Information Technology data feeds simultaneously within the same feed

Library

The Library Systems Office provides IT support for library staff and users of the library's electronic resources, including NMSU faculty, staff, students, and the general public, both local and world-wide.

Services Provided

Service Provided	Description, Clientele, & Notes	Staff FTE	Student FTE
Academic Support	Management of library's online catalog system, including support of library staff in use of module clients. Participation in statewide library Z39.50 initiatives.		
Administrative Support	Dean's designated representative for library with other offices on campus or external agencies concerning computer systems. Extraction of statistics from various library systems Technical contact with library electronic resource vendors		
Server / Web / Wireless Support	Installation and maintenance of library PC and server security. Installation, maintenance, and support of three library electronic classrooms, including scheduling software. Maintenance of library computer equipment inventory. Maintenance of library student employee payroll system. Workstation support, including purchase, setup, hardware and software installation and maintenance, networking, and repair (library staff = 120, public = 150)		
Training Facilities Support and Other	Support for library staff in creation of digital archives. Support for library users, including use of resources and networked printing. Installation and maintenance of library LAN servers. Software training for library staff.		
TOTAL FTE		**5****	**0**

*NOTE: ** Includes one (1) faculty position*

Planned Projects & Goals (next 12-24 months)

- Installation of ILLiad interlibrary loan system and integration with Ariel document delivery system
- Integration of library systems with Banner and portal as appropriate
- Redesign of library web site. Library system compatibility with campus-wide ID/vending card
- Replacement of computers in two library electronic classrooms
- Systems design for library maps/GIS research room and library research/study carrel areas
- Upgrade of online catalog, including staff training and implementation of new services

Physical Science Laboratory

PSL contains two IT groups for Administrative technical support: the Financials group, which supports all Contract Financials, and a separate IT group that supports networking, help desk functions, and so forth.

NOTE: This section only covers the financial group, the networking and technical support profile is forthcoming.

Services Provided

Service Provided	Description, Clientele, & Notes	Staff FTE	Student FTE
Administrative Support	Maintain and support PSL Contract Financials – to include, but not limited to: PSL employee time entry and payroll feed to Banner Finance.	7	1.5
Support and Other			
TOTAL FTE		**7**	**1.5**

Planned Projects & Goals (next 12-24 months)

• Continued support of Banner Finance implementation

University Advancement & Alumni

Office of University Advancement, Advancement Services is responsible to assist staff and faculty develop mutually beneficial relationships between the university community and our alumni, donors and friends. To this end, the Advancement Services team members maintain accurate, timely information about alumni, donors and friends including demographics and giving history. When properly utilized, this information provides faculty and staff an opportunity to better understand the persons with whom they are developing relationships. To accomplish this task, the Advancement Services team utilizes three computer based tracking systems, numerous information service providers and a team which includes demographic researchers, gift and demographic data stewards as well as a web designer, reporting technician, system support technician and programmers.

Services Provided

Service Provided	Description, Clientele, & Notes	Staff FTE	Student FTE
Administrative Support	Provide updates and corrections to demographic information pertaining to donors and friends of the university Using many electronic and printed sources, provide development officers with critical information helpful in developing beneficial relationships	5	5
Support and Other	Provide web support for various units within Advancement Provide hardware and software support to keep systems fully functional Provide requested information to persons involved in development and stewardship activities Maintain and develop software to more efficiently and effectively provide useful information to persons involved in development and stewardship activities	5	1
TOTAL FTE		**10**	**6**

Planned Projects & Goals (next 12-24 months)

Current Projects:
• Data cleansing and mass maintenance of 130,000 plus living alums, donors and friends
• Design and maintenance of University Advancement related web sites and e-Newsletters
• Development, maintenance and expansion of a system to provide daily reports about gifts, pledges, receipts, marriages, deaths, address changes, event attendance, and memberships
• Report creation and distribution of requested information from university departments
• Support for the comprehensive campaign to raise $150,000,000 by 2010
• System support for all information processing equipment in the University Advancement Office

Future Projects:
• Absorbing other systems on campus that receive gifts and pledges, providing services to their donors and development staffs
• Expanding and enriching services for supporting development activities in Advancement and around campus
• Improving current levels of support for all areas currently being supported through systems such as Banner

VP for Human & Physical Resources

This office provides computing support for all organizations reporting to the VP for Human and Physical Resources

Services Provided

Service Provided	Description, Clientele, & Notes	Staff FTE	Student FTE
Academic & Administrative Support	Provide computer support for all departments reporting to the CPHPR, especially OFS. Work includes hardware and software support, database implementation and expansion in support of OFS work order tracking and billing, web pages, etc.	4.25	0
TOTAL FTE		**4.25**	**0**

Planned Projects & Goals (next 12-24 months)

- Continue with the Banner integration process
- Expand web interface for the OFS database
- Maintain and support OFS database
- Re-implement OFS database in Oracle
- Transition Custodial, Grounds, Plumbing, Electric, and Construction shops to Banner time entry
- Update OFS database to reflect changes required by Banner

Water Resources Research Institute

The Water Resources Research Institute provides end-user support to all staff within its department. On occasion, it out sources tasks to various departments of ICT, depending on the need.

Services Provided

Service Provided	Description, Clientele, & Notes	Staff FTE	Student FTE
Administrative Support	Provide help desk support to include workstations, printers, servers, and software applications		
Server / Web / Wireless Support	Maintain and support all administrative servers (4) – UNIX and Windows Maintain and support College and Departmental websites Maintain and support department-wide wireless network Maintain and support department-wide Ethernet switches	1	0
TOTAL FTE		**1**	**0**

Planned Projects & Goals (next 12-24 months)

- Continue creating and maintaining websites for Contracts entered by WRRI
- Implement online ARC-IMS data and map functionality

NMSU Branch Campuses

Alamogordo Branch

The Computing and Networking Department at the Alamogordo Branch Campus provides computing, networking, data security, technology training, customer support, software licensing, computer installation and repair to support the administrative and academic functions of the university. The department consists of one administrative position, one technical position and one part-time position.

Services Provided

Service Provided	Description, Clientele, & Notes	Staff FTE	Student FTE
Academic / Administrative Support	Provide customer support and application security for the business practices and academic accounting of the university.		
Servers / Data Comm. / and Facilities	To provide a computing environment for students to support their academic goals. There are four teaching labs, three open labs and two teaching labs are used as opened labs when classes are not in session. New software is added each semester only after a request is submitted to the coordinator of C&N, software has been evaluated and all licensing is in order.		
Workstation / Server support	The branch campus maintains its own network infrastructure which consists of five NetWare 6.5 servers with one running GroupWise 6.5, eight wiring closets and a DS3 line for data and video. There is also a modem pool consisting of ten modems available to faculty, staff and students for dial-up access. The network infrastructure will be growing over the next few years with the addition of two new buildings and newly acquired Title V funds.		
Administration and Information Security	The Alamogordo Branch maintains five servers and 800+ workstations. The department provides onsite computer maintenance and repair on all computer equipment on campus. Computers labs are staffed with student employees during normal lab hours to assist students in getting login accounts and provide general application help.		
TOTAL FTE			

Planned Projects & Goals (next 12-24 months)

- Develop an e-mail and file retention policy
- Expand the network infrastructure to two new buildings
- Install wireless access point around campus
- Replace all computers in one of the labs
- Replace cat 5 cabling in the administrative building with cat 6
- Research and install a VPN
- Setup a faculty computer training room
- Upgrade bandwidth from Multiple T1 connections to DS3 connection on CHECSNET

The campus ITV, distance learning and MAC facilities are manned and maintained by other departments on campus. Computing and Networking only assist these departments when needed.

Carlsbad Branch

The IT Department at the Carlsbad Branch Campus is responsible for providing support and documentation services to support the administrative and academic IT functions of the university. The Department consists of one administrative position (IT Coordinator), four technical support positions (Computer Tech I & II's), and 4 student hires. The department also has one full time vacancy and one student hire vacancy

Services Provided

Service Provided	Description, Clientele, & Notes	Staff FTE	Student FTE
Academic / Administrative Support	Provide end-user support including application level security and administration for all campus applications. There are currently 250+ different applications used in support of various academic courses and administrative functions. Each semester new applications are submitted for testing and approval. Once deployed, the IT department is responsible for supporting and troubleshooting these applications. The department also provides guidance and support for all distance education programs on campus.	1.5	.5
Servers / Data Comm. / and Facilities	The branch campus has begun to support its own network infrastructure and facilities. This includes two Polycomm classrooms, two portable Poycomm systems, one machine room, 5 network closets, 3 computer labs, 7 computer classrooms, and 5 smart classrooms on our main campus. In addition to supporting and maintaining these facilities we also have 8 remote locations connected to our local infrastructure by Fractional T1 lines, which we maintain. We currently have 6 NT4 servers hosting our local domain and providing comm. Services with plans to add 9 additional servers within the next year to continue to grow our academic and administrative application pool.	1	.5
Workstation / Server support	There are 6 servers and 750+ workstations within the Carlsbad branch domain with expansions planed in the near future. The department provides onsite repair and maintenance of all IT equipment on campus and at remote locations associated with the branch. The main computer lab is staffed with student hires that provide application support during normal business hours (8am – 9pm) weekly and on Saturdays. Student hires also provide support services to classroom workstations between classes and ensure all workstations on the branch are 100% operational. The full time staff is responsible for the support of all remote workstations and server support is provided by two Server Admins.	1.5	1
Administration and Information Security	The department provides guidance for and actual purchasing activities for all technology related assets, including software, hardware, outside services, etc. All IT related requests are submitted to the Head of the IT department for research, recommendation, and implementation. The Head of the IT department is also responsible for the development and implementation of local IT policies and procedures as well as security of all infrastructure and user data.	1	
TOTAL FTE		**5**	**2**

Planned Projects & Goals (next 12-24 months)

- Add three new domain controllers to the existing domain
- Develop a web based testing program for the Nursing Department
- Develop and deploy Group Policy for the local domain
- Develop new polices and procedures for the IT Department
- Develop plans for and implement secure access to all IT facilities
- Develop plans for and implement security monitoring of all buildings on campus
- Expand existing LAN to new Associated Students addition
- Improve client support and security through Group Policy Deployment
- Plan and build a Media and theatre studio
- Plan and build a motion capture and digital animation studio
- Plan and build MAC lab for remote location
- Plan and build two digital sound and video editing studios
- Plan and build two MAC server farms and two Render farms for digital media program
- Plan and build two new MAC labs on main campus
- Plan and set up a cyber café in cooperation with the local City and County Governments
- Rebuild all classroom and lab workstations onsite
- Relocate the existing server room within the Computer Science building
- Renovate and retrofit the existing Electronics lab into two new state of the art computer labs
- Upgrade bandwidth from Multiple T1 connections to DS3 connection on CHECSNET
- Upgrade Exchange environment from 5.5 to Exchange 2003
- Upgrade the existing NT4 domain to Windows 2003 Active Directory domain

Dona Ana Branch Community College

The Computer Support Department at Dona Ana Branch Community College supports all data and voice needs for approximately 2,000 workstations across 7 locations: 1 main campus, 4 satellite campuses (East Mesa, Gadsden, Sunland Park, and White Sands), 1 workforce development center and 2 ABE learning centers. Sixteen personnel support these operations: 4 exempt staff and 12 non-exempt staff. Instructional technology needs are serviced through the Technology Resource Center within the Library Technology Services Department. The TRC supports WebCT, video and other distance and technology related instructional needs. ERP systems (HR, Finance, etc.) are serviced through NMSU.

Services Provided

Service Provided	Description, Clientele, & Notes	Staff FTE	Student FTE
Desktop Support	Supports all desktop computing for all campuses including academic and administrative needs. Technicians are assigned to specific support areas. One exempt staff (Support Analyst II) manages the staff and oversees all planning of software and hardware implementation and maintenance. Central management of the computers is achieved through Active Directory using SUS (for Windows patches/updates) and Sophos (anti-virus). Lab image preparations are done by ghosting. Support Analyst works closely with Server Administrator for client/server applications and provides server and network support as needed.	7	1.2
Server Administration	Support all DABCC servers (hardware and software) at all campuses. We have 18 total servers: one Windows 2000, seven Windows 2003, three Netware 5.1, six Netware 6 and one Netware 6.5. Maintain Novell's NSure product for directory synching between Active Director and (Novell's) eDirectory. Work with external consultants as needed for major upgrades.	1	0
Database Support	Supports internal DABCC databases. Programs and maintains in-house databases for areas such as ABE (Adult Basic Education), WIA (Workforce Investment Act), HR part-timers, DABCC forms, etc. Downloads specific data from NMSU systems for some databases. Supports Windows web and SQL servers. Provides support for other servers and network as needed. Works with Support Analyst and Server Admin regarding client access of databases.	1	0
Satellite campus support	Supports all data and voice needs at our Gadsden and Sunland Park Centers. Supports all hardware and software in the offices and classrooms. Manages and proctors the open computer lab and provides afternoon and evening coverage for the high traffic periods of the day. Provides security support for closing and securing the building/site. Supports phone system and contacts service providers as needed for repairs/maintenance/MAC.	2	0
Open Computer Lab Support	Supports open computer labs at Central and East Mesa locations. Hires all student personnel and manages (shift) coverage. Responsible for hardware and software maintenance and semester preparations including ghosting.	3	6.4
Records Technician	Located at central campus. Coordinates all purchases of supplies and parts with various vendors. Uses Gateway on-line database for tracking and requesting maintenance repair parts and reimbursements. In constant contact with remote locations for their clerical and supply needs. Maintains department and equipment data in work order system.	1	0
Department Administration	Director oversees short and long-term planning. Participates in college-wide planning for new buildings and remodel projects. Manage budget, staffing and college-wide IT purchasing including site licenses. Provide support for servers and network as needed.	1	0
TOTAL FTE		**16**	**7.6**

Planned Projects & Goals (next 12-24 months)

- Complete installation of Sophos on Netware and Windows servers
- Continue implementation of work order tracking system (Track-It)
- Continue process of developing Computer Support (internal) SOP's (Standard Operating Procedures) so that new and existing staff understands responsibilities regarding daily activities. This will be critical as our staff grows to meet the demands of the growing student population (currently at 10% per year)
- Continue to implement wireless networking as needed
- Fall 2005 semester academic computer preparations/imaging
- Install at least 6 ceiling mounted data projectors with wall mounted control units in computer classrooms
- Installation of new equipment (computers and printers) for Fall 2005 (computer classrooms, labs and offices) also moves and installation of "trickle" equipment
- New buildings / locations to be implemented:
    - Sunland Park Phase II
    - East Mesa Phase II
    - East Mesa Phases III & IV
    - WDC remodel/addition
    - Technical Studies Building remodel/addition
- Server upgrades / replacements:
    - GroupWise (hardware and NOS upgrade)
    - Netware server upgrades to 6.5
    - White Sands (hardware and NOS upgrade)
    - Sunland Park (hardware and NOS upgrade)
    - Upgrade memory in SQL server
    - Install new cd tower (replace old one)
- Upgrade East Mesa T1 WAN link to DS3 ATM with NMSU Networking
- Upgrade web pages and design – port over to Luminus once it is in production
- Use NMSU Broad banding to re-evaluate all Computer Support position and ensure staff are equitably compensated with NMSU peers and regional market data
- Voice – determine direction for new voice switch at central campus /evaluate VoIP options
- Work toward proactive network management system. Initially start by setting up Cricket and labeling our switches in web/graphical view for faster identification of hardware and problem areas (when trouble occurs)
- Work towards integration with Banner ID with our Active Directory and eDirectory accounts through Novell NSure (identity management), allowing users to have one ID and password for NMSU and DABCC resources

Grants Branch

The IT Department at the Grants Branch Campus is responsible for providing support services to support the administrative and academic IT functions of the university. The Department consists of one administrative position (IT Supervisor), one web master, and 2.5 general technical support positions (the roughly half-time position is provided by Title V). It includes no student hires at this time.

Services Provided

Service Provided	Description, Clientele, & Notes	Staff FTE	Student FTE
Administrative Support	IT Coordinator provides supervision for the IT staff, distributing work orders, overseeing the general direction IT is taking and gathering input from IT technical people.	1	
Workstation/ Server support/ Data Comm./ Infrastructure/	This includes one Polycomm classroom, one portable Poycomm system, 3 sets of primary switch banks, 7 computer labs, and 1 smart classroom on our main campus. We currently have 2 Windows 2000 Servers, 1 NT 4 server, and 5 2003 servers (of the 5 2003s, we only have access to two). The total number of computers we are responsible for is approximately 240, most on 10/100 BaseT and approximately 60 laptops which can connect to any of 6 WAPs. We also maintain a Linux mail server/relay which also functions as our web server.	2.5	
Local Web Services	Our local web page and links is maintained by our librarian. This is not a full-time job.	.5	
TOTAL FTE		**4.0**	

Planned Projects & Goals (next 12-24 months)

- Build a new Wireless Nursing Lab
- Develop and deploy domain security for the new local Grants domain
- Employ a faster more, efficient ways to clone labs
- Improve client support and security through Group Policy Deployment
- Migrate to new Grants domain which will give students/staff access to LC ACN dbase
- Phase out lock Technology
- Phase out old Linux mail server/relay
- Plan and set up a cyber café
- Possibly plan and build a motion capture and digital animation studio
- Rebuild all of our computer labs
- Set up all administrative machines to be bound to new Grants Domain
- Upgrade our Adult Basic Education Lab
- Upgrade our web server or have Las Cruces host one for us
- Upgrading 2000 PCs to XP
- Upgrading our Anti-Virus software

Appendices

A – Listing of Number of IT Related Projects

The following table below displays the number of Information Technology related projects per College as identified by the respondents. This information can be found under the corresponding College profile in the report above.

Number of Information Technology Related Projects per College	
College of Agriculture & Home Economics – AgComm Help Desk	**9**
College of Extended Learning – Institute for Film & Digital Arts	**8**
College of Health & Social Services	**6**
College of Education – Distance Education	**4**
College of Extended Learning – Office of Distance Education	**4**
College of Agriculture & Home Economics – AgComm IT	**3**
College of Extended Learning – Media Arts	**3**
College of Education – Learning Resource Center	**3**
College of Agriculture & Home Economics – AgComm Web	**2**
College of Agriculture & Home Economics – AgComm Multimedia	**1**
College of Arts & Sciences	
College of Business	
College of Engineering	

The following table below displays the number of Information Technology related projects per Department as identified by the respondents. This information can be found under the corresponding Departmental profile in the report above.

Number of Information Technology Related Projects per Department	
Enrollment Management	**22**
ICT – Telecommunications & Networking Services	**20**
ICT – Strategic Relations	**17**
University Advancement & Alumni	**9**
Library	**8**
ICT – Enterprise Application Services	**7**
ICT – Computer Systems	**7**
ICT – Business Operations	**6**
VP for Human & Physical Resources	**6**
ICT – University Computer Center	**5**
ICT – Reporting Services	**5**
ICT – Faculty Research Computing	**5**
Auxiliary Services	**4**
Graduate School	**4**
ICT – Security	**3**
ICT – ISS – Student Computing Services	**3**
Water Resources Research Institute	**2**
KRWG TV	**2**
Physical Science Laboratory	**1**
Financial Systems Administration	

The following table below displays the number of Information Technology related projects per Branch College as identified by the respondents. This information can be found under the corresponding Branch College profile in the report above.

Number of Information Technology Related Projects per Branch College	
Carlsbad Branch	**21**
Dona Ana Branch	**15**
Grants Branch	**15**
Alamogordo Branch	**7**

B - College of Engineering

The following table was provided by the College of Engineering outlining the staff and services provided to each distinct area supported by the College.

Department	Description, Clientele, & Notes	Staff FTE	Student FTE
Civil & Geological	Provides software & hardware computer installation, configuration, maintenance and repair on all PC and Macintosh computers & Servers (all OS's). Provides Web Design, and Server Administration (UNIX) for Departmental Web Pages. Provides all network support (i.e. TCP/IP, LAN and Wireless). Provides peripheral installation, configuration and repair, (i.e. Printers, Scanners, Projectors, Palms, etc.)	1.0 (Percy Walls)	2.0
Electrical & Computer		1.0 (Bill Smith)	.5
Mechanical		1.0 (Jim Vennes)	.5
Engineering Technology		1.0 (Holly Ricketts)	2.5
Industrial			
Chemical			
Surveying			
Dean's Administration			
Engineering Research Center			
Southwest Technology Development Center	Provides software & hardware computer installation, configuration, maintenance and repair on all Macintosh computers.	.5 (Susana Venegas) Soft money position	
Title 5 **(Contract Expires in September 2005)**	**Expires September 2005**		
Manufacturing Technology & Engineering Center	Provides software & hardware computer installation, configuration, maintenance and repair on all PC computers, and a MS 2003 server.	.5 (Ryan Herbon) Soft money position	.5
NM Space Grant Consortium	?	?	
WERC	Provides software & hardware computer installation, configuration, maintenance and repair on all PC computers, and a MS 2000 server.	1.0 (Mike Chastain) Soft money position	0

* **Note:** There is no specific budgeting for IT in any department. Computers and peripherals are purchased on an as needed basis, same for IT parts and repair.

C - College of Agriculture and Home Economics – Ag Comm Help Desk

The following table was provided by the College of Agriculture & Home Economics – Ag Comm Help Desk outlining the staff and services provided to each distinct area supported by the College.

Department	Resource and Function	AgComm Involvement	Contact Information
AGE	Windows Server – "Soil-Physics" (Web server for Ag Hort and Plant Science Department) Windows Server – "AGESVR1" (Primary web server for AgEcon, Ag Hort and FCS Departments. Secure FTP server for Western Regional projects. Performs file sharing and backup source for departmental PCs. Licensed server for "Reference Manager" and "Gauss").	Supplemental server support (AgComm involvement is rare or limited)	Allen Torell atorell@nmsu.edu 646-4732
EPPWS	Unix Server – "Taipan" (Email server for department) Unix Server – "Cheetah" (Web Server for department) Unix Server – "Mariaz" (FTP Server used in conjunction with NASA and ARL for satellite data collection).	None	Robert Sanderson bsanders@nmsu.edu 646-1367
AGHORT	Windows Server – "Weather" (Web server for State Climatologist) Windows Server – "Aghort" (Web server for department. Performs file sharing and data storage for department).	None	Ted Sammis tsammis@nmsu.edu 646-2104
FWS	Windows Server – "Leopold" (MS Exchange and web server for department. Performs file sharing and data storage for department). Windows Server – "FWS-Geoserve" (SQL server for GIS processes)	Supplemental server support on an as needed basis.	Don Caccamise dcaccami@nmsu.edu 646-1544
ARS	Windows Server – "ARS – DC1" (Performs file sharing and data storage for department. Currently is a MS Exchange Server but mailboxes are being moved to AgComm's Exchange Server).	Primary Server Support	Don Rheay

D – University-wide IT Planning Memo (Call for IT Profiles)

INFORMATION & COMMUNICATION TECHNOLOGIES
MSC 3AT
New Mexico State University
Las Cruces, New Mexico 88003-0001
Telephone: (505) 646-3430
FAX: (505) 646-5278
Email: hites@nmsu.edu

To: Association of Computing and Networking Support (ACANS)
From: Michael Hites
Date: February 9, 2005
Re: University-wide information technology planning

Throughout the past year, NMSU has been implementing SCT Banner and SCT Luminis to replace the primary administrative applications at NMSU. These two software packages represent the core of our application development for at least the next decade. In addition to administrative computing, NMSU is implementing high-speed networking for research, increasing the presence of wireless networking, and working with the State of New Mexico to upgrade our web-based course management system (WebCT). There are dozens of other projects throughout the university, such as data warehousing, web content management, document imaging, room scheduling, ID card management, and information security. Several departments throughout NMSU, including ICT, are continually evaluating their services and how best to allocate staff to support these services.

Since NMSU's use of information technology continues to increase throughout the university, I would like to insure that we are planning and making decisions collectively. As such, I think it is important to initiate a discussion and create consensus recommendations for information technology services throughout NMSU. This project will have several distinct parts: 1) data collection, which involves sharing information about the services we provide and how we provide them, 2) data analysis, where we will determine our strengths, possible deficiencies and our alignment with the goals and objectives of the university, 3) planning, where we hold a mini-conference that includes IT and non-IT professionals to look at the most significant IT issues and how best to address them, and 4) documentation, which includes our formal recommendations and financial estimates.

To facilitate data collection, I am requesting that each of ACANS departments (including ICT) develop their own department profile to share with the rest of NMSU to begin our discussion. Attached are two examples of ICT "department profiles". The department profiles should give us all an understanding of our collective central and departmental services and a better idea of the "total cost of ownership" of IT at NMSU.

Also attached is a list of important information technology data categories that are used widely by organizations, such as Educause, to establish a basis for planning throughout a university. Some institutions gather this information by a formal survey; however, since we do not have a baseline set of information from the entire campus, I would like to provide more flexibility to the individual departments to present their information.

I am requesting that by April 1, 2005 that departmental profiles be sent to infotech-plan@nmsu.edu. Everyone will receive a copy of the data summary prior to the planning mini-conference. Thank you for your help as we plan the next phase of information technology services at NMSU. If you have any questions feel free to call me at 646-4483 or Brian Ormand at 646-1949.