

Information Technology

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Committee on Administration
Board of Visitors – February 2010

IT - Central Functions

- Office of the CIO
- Academic information services
- Enterprise information systems
- Information security and project management
- Systems and support

IT - Central Functions

- Office of the CIO
 - strategic direction
 - oversight of budgets
 - vendor relationships
 - new technologies
 - network engineering

IT - Central Functions

- Academic information services
 - individualized faculty research and teaching support
 - integration of academic software
 - faculty desktop support
 - workshops and training for faculty
 - support for 100+ technology-enhanced classrooms
 - high performance computing

IT - Central Functions

- Enterprise information systems
 - Banner (ERP)
 - Luminis (myWM)
 - Blackboard (learning management)
 - identity management
 - database administration
 - data warehouse and reporting
 - additional administrative systems

IT - Central Functions

- Information security and project management
 - information security
 - projects office
 - budget
 - risk management
 - business affairs
 - contract administration

IT - Central Functions

- Systems and support
 - help desk
 - desktop support
 - computer lease program
 - student computer repair
 - public computing labs
 - systems engineering
 - telecommunications

IT - by the numbers

- **29,000**

live Ethernet ports

- **18,000**

devices on wireless network in 09

IT - by the numbers

- **27,078**

support requests to the help desk
(90% of calls live answered)

- **3348**

student computers repaired

IT - by the numbers

- **1,300**

Blackboard courses

(88% of faculty use Bb)

- **7000** jobs using **40,000** cpu hours

one economics professor use of SciClone last semester

IT - by the numbers

- **155** servers
- **250** virtual servers
- **65** applications

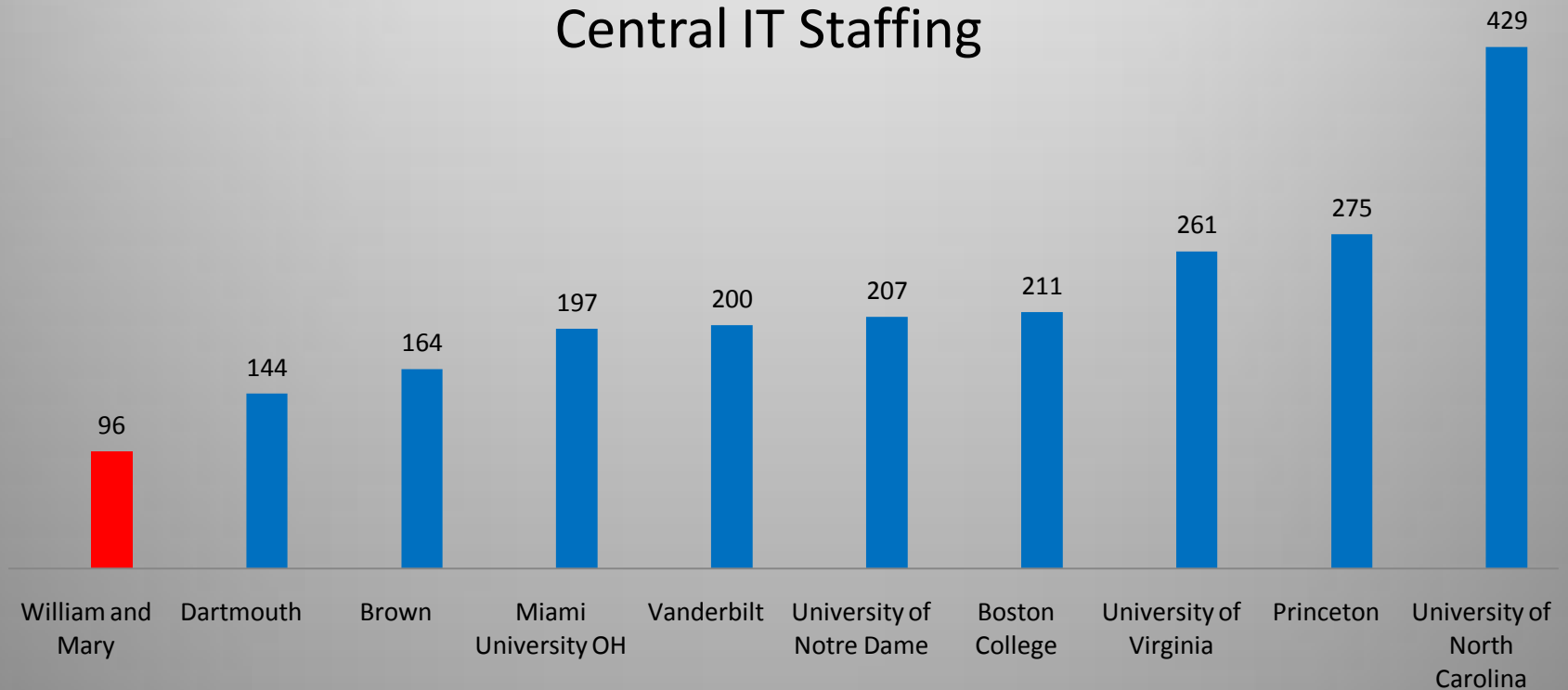
IT - by the numbers

- **5000+**
telephone lines
- **3000+**
cable TV drops

Benchmark Comparison

Educause Survey 08

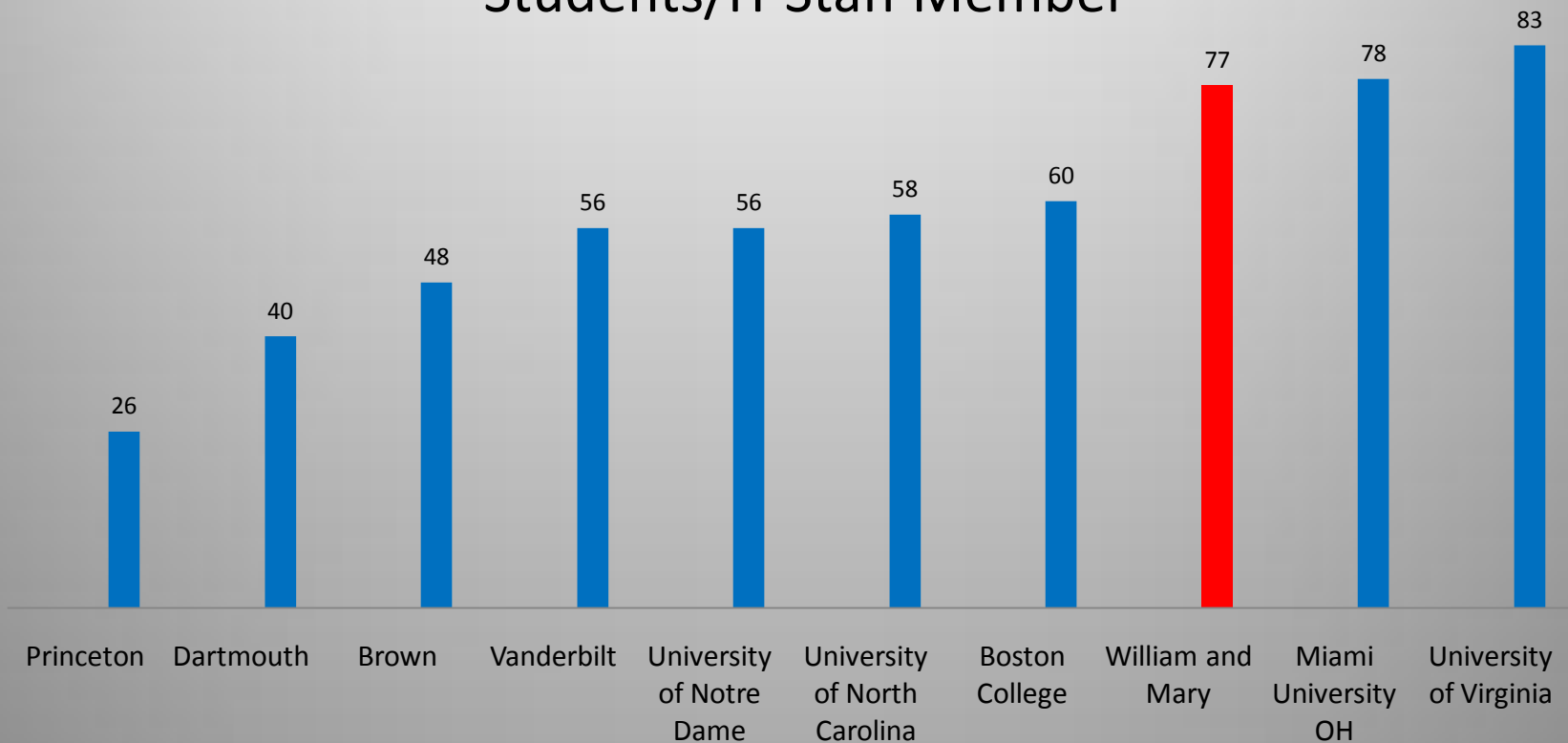
Central IT Staffing



Benchmark Comparison

Educause Survey 08

Students/IT Staff Member



Benchmark Comparison

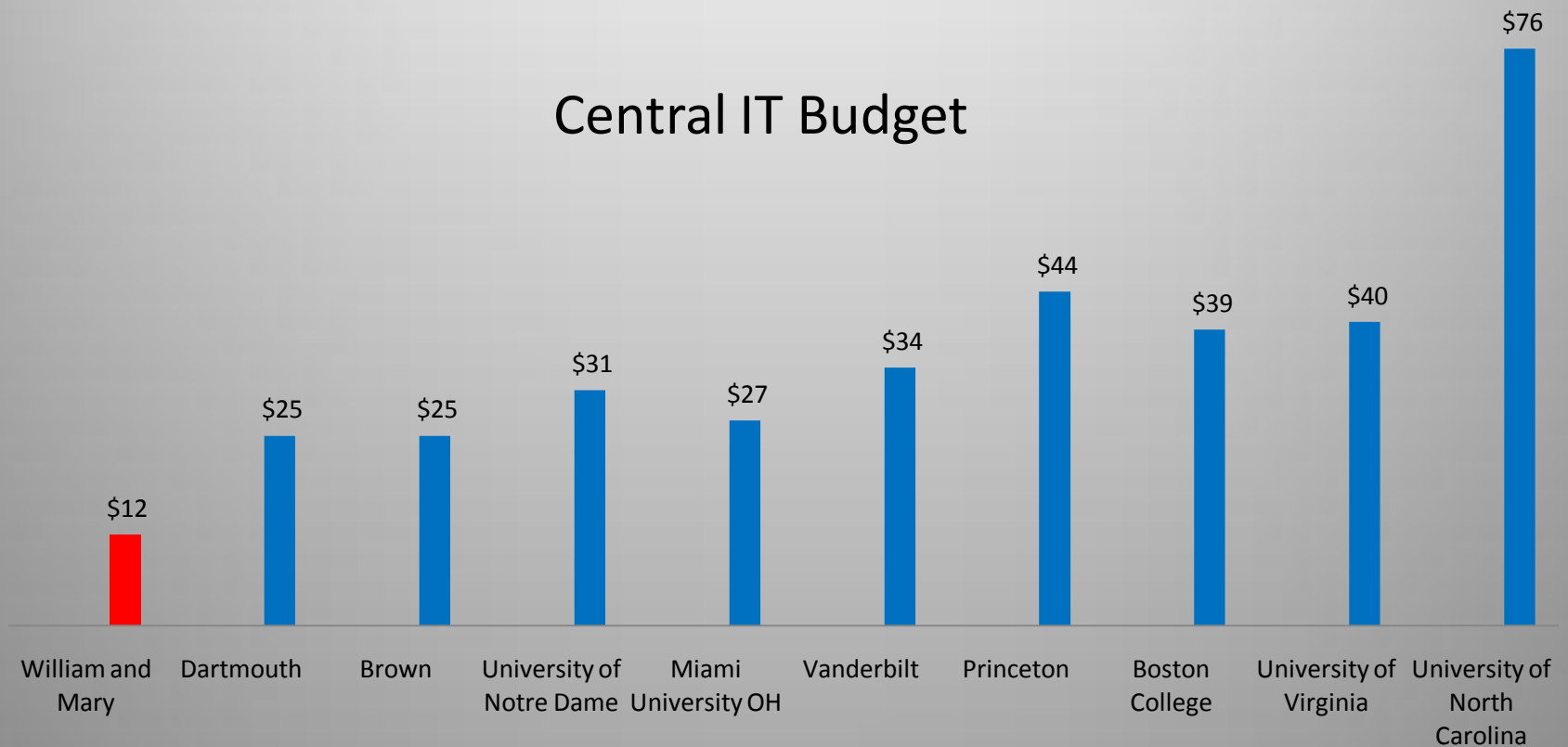
Educause Survey 08

<i>Centralized IT Staffing</i>	<i>IT staff</i>	<i>Student FTE</i>	<i>Students/staff</i>
William and Mary	96	7428	77
Dartmouth	144	5780	40
Brown	164	7956	48
Miami University OH	197	15496	78
Vanderbilt	200	11354	56
University of Notre Dame	207	11650	56
Boston College	211	12778	60
University of Virginia	261	21748	83
Princeton	275	7261	26
University of North Carolina	429	24902	58

Benchmark Comparison

Educause Survey 08

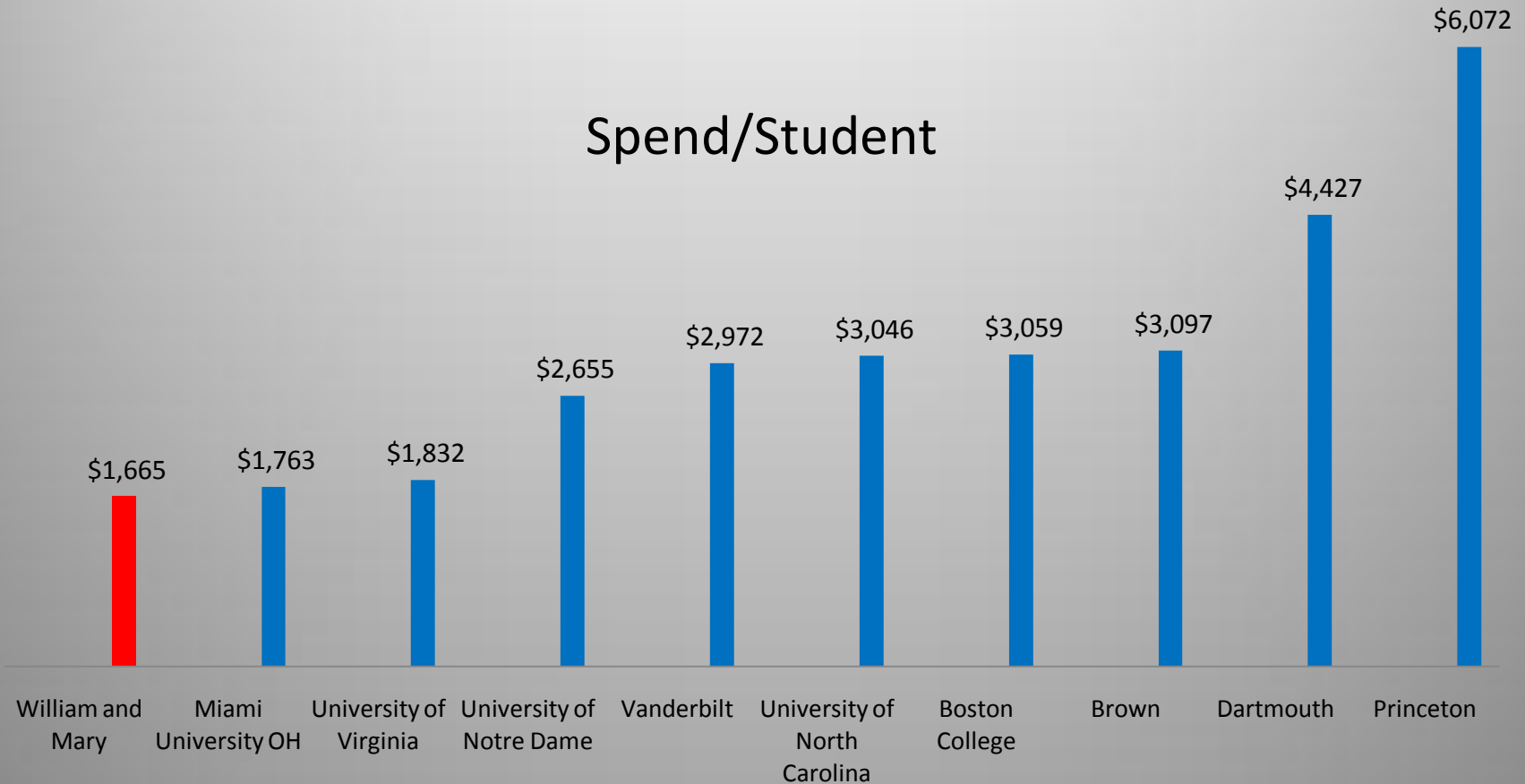
Central IT Budget



Benchmark Comparison

Educause Survey 08

Spend/Student

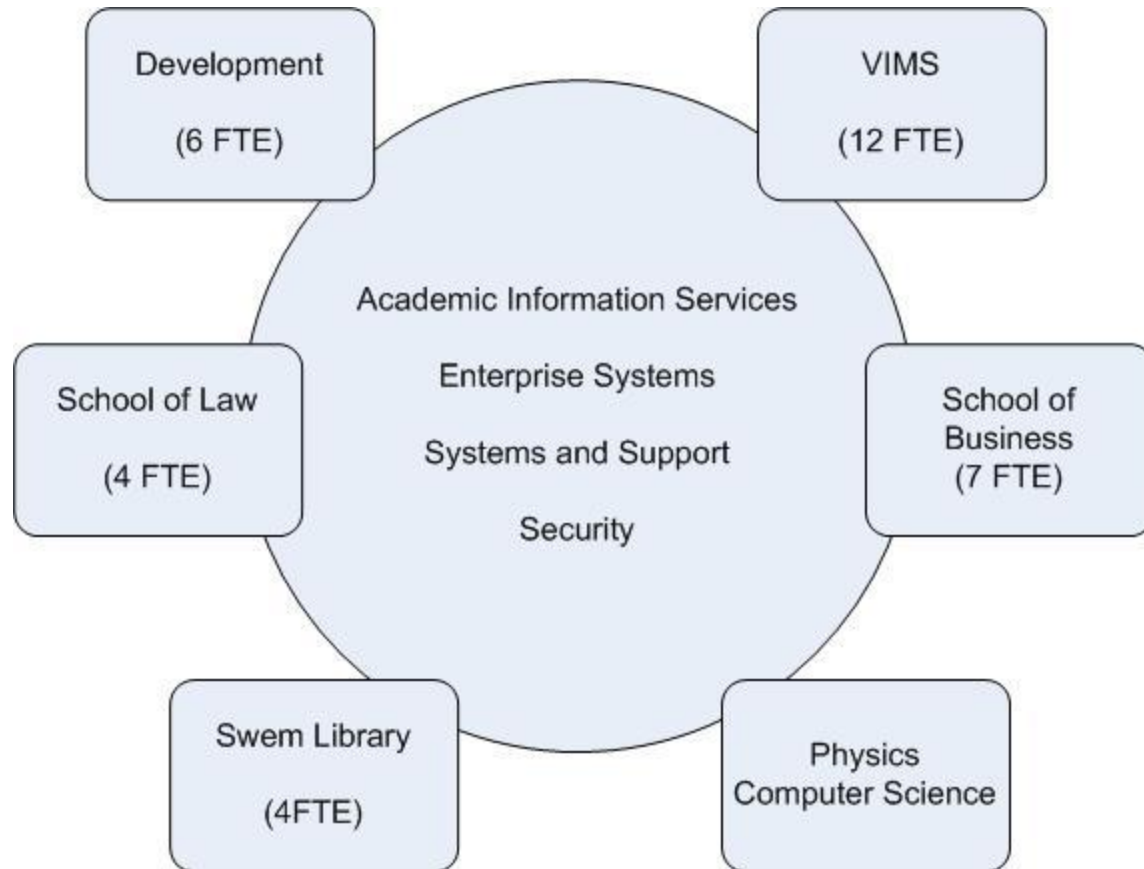


Benchmark Comparison

Educause Survey 08

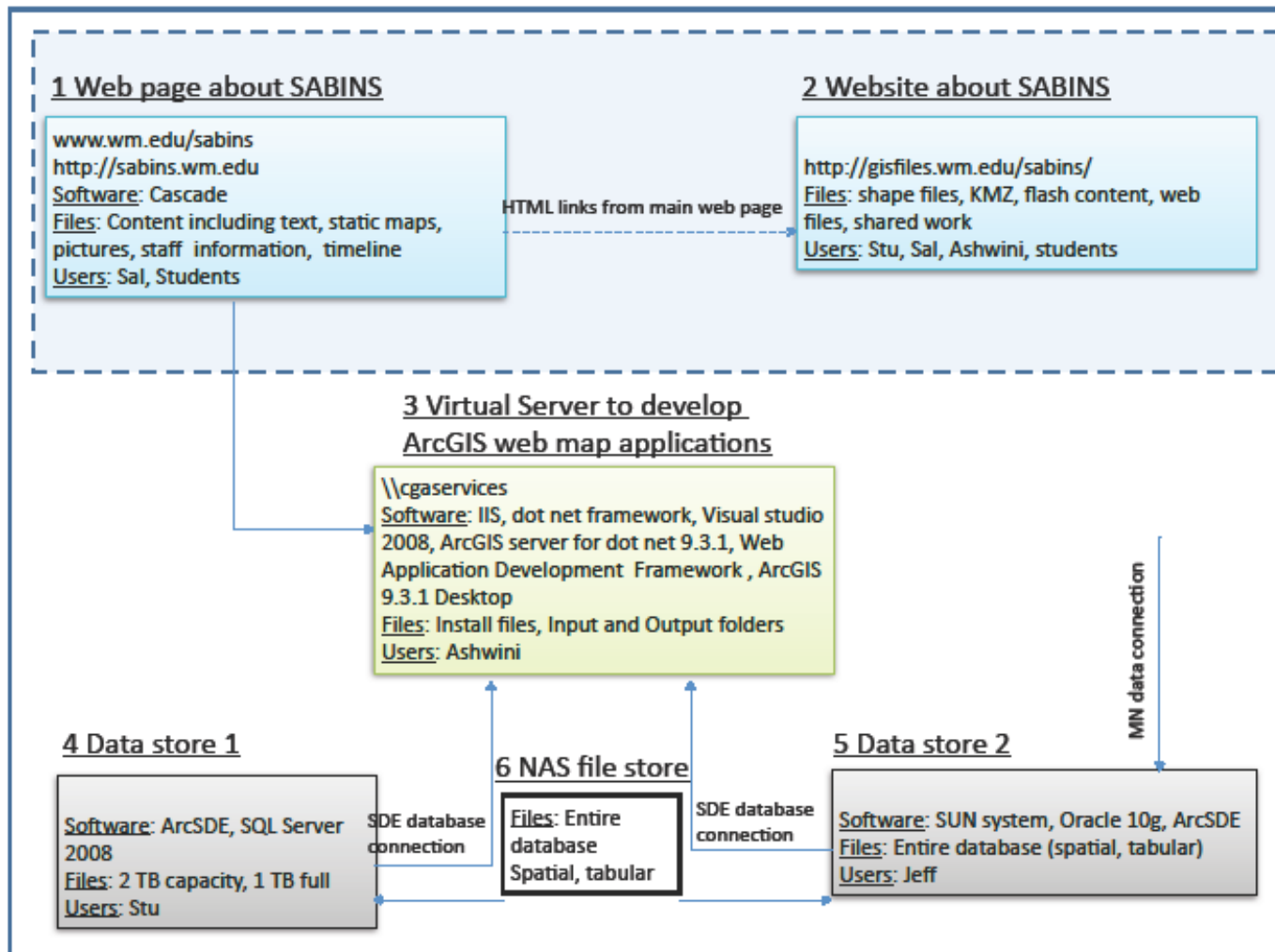
<i>Centralized IT Funding</i>	IT Budget	Student FTE	Investment/student
William and Mary	\$ 12,367,729	7428	\$ 1,665
Dartmouth	\$ 25,592,000	5780	\$ 4,427
Brown	\$ 24,642,080	7956	\$ 3,097
University of Notre Dame	\$ 30,932,946	11650	\$ 2,655
Miami University OH	\$ 27,331,692	15496	\$ 1,763
Vanderbilt	\$ 33,750,000	11354	\$ 2,972
Princeton	\$ 44,090,111	7261	\$ 6,072
Boston College	\$ 39,096,900	12778	\$ 3,059
University of Virginia	\$ 39,860,513	21748	\$ 1,832
University of North Carolina	\$ 75,859,553	24902	\$ 3,046

Decentralized IT



Challenges

- Space
- Support “everything”
- Complexity of academic technology
- Capacity for new projects/services
- WM strategic plan



Tuesday, February 2, 2010