Franklin IT in a Nutshell

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Franklin by the numbers…

• 16,464 degree seeking students (graduate and undergraduate)

• 464,415 credit hours (over half)

• 2,785 degrees conferred
Franklin by the numbers…

- 780 full-time faculty, 178 part-time
- ~300 staff
- Over 96% of budget is in personnel
Franklin by the numbers…

• $33,791,696 in research funding for basic research, instruction and service
Franklin by the numbers (IT)...

• ~45 IT professionals college-wide (Nine departments use CITP for some or all of their technical support needs)

• ~1500 lab and classroom computers (Replace ~500 every year with STF funds)

• Purchase about 1,000 desktop computers every year (~80% Windows, 20% Mac)

• BIG and distributed…
Goal, mission, vision, values

Goal:
To be an exceptional information technology services organization.

Mission:
The mission of the Franklin College Office of Information Technology is to support the mission of the College, by taking a leadership role in the university community and delivering reliable information technology resources and responsive service to our clients.

Vision:
> To constantly improve all aspects of ourselves, our organization, and the resources and services that we offer.
> To seek out and implement solutions that will fulfill client and organizational needs.
> To collaborate, innovate and participate at all levels of the organization.

Values:
> Accountability
> Action
> Balance
> Excellence
> Innovation
> Integrity
Strategic Objectives:
1) Assess and Re-Assess our Information Security Strategies
2) Document Policy and Process
3) Address Redundancy of Staff and Other Resources
4) Enhance Internal and External Communication Strategies
5) Be Proactive
6) Prevent Process Entropy
7) Identify and Encourage Collaboration Opportunities
8) Adopt and Encourage Standards at All Levels
9) Decrease Duplication of Effort
College-level IT services:
• Web design and development (partial cost recovery model)
• Administrative web applications
• Personnel (hiring, etc.)
• Professional development
• Network upgrades
• Advice, recommendations and information
Services for primary clients:

- Client services (all aspects of desktop support)
- Systems, and to a lesser extent network, administration (primarily an open source UNIX environment on the server side)
- Security
- Web Design
- Application Development
- Operations
- Planning, project management, advising, strategizing
Administrative Web Applications:
• SARA (Student Advising and Registration Assistant)
• Advising Surveys
• Salary Increase List
• Web-based Course Evaluations (~1/3)
• Faculty Activity Report
• Replacement Teaching
• Equipment Requests
• Student Tech Fee Accounting
• College-wide Hardware Database
• Teaching Awards
• Project Log Tool
• Project Bug Report
Kudos:

• Outstanding Advising Technology Innovation (NACADA) 2005

• Best of the Web 2005

• Our first international presentation: PgCon May 2007
Opportunities:
• Excellent relationships with our departments
• Need for college-level IT committee
• Recreating 2 positions as shared positions
Things we do well:

• The Basics

• Web Design

• Web Applications
Things we barely do:

• Instructional Technology

• Distance Education
Current Projects:
• Virtualizing server environment via VmWare
• Document Management (archiving)
• ‘Portalizing’ our applications
• Security Awareness Training
• Blog, wiki, forum sandbox
• Expand podcasting
• New Art School building (Fall 2008)
Aspirations:
• Expand IT Leadership Tier – Divisional IT Managers

• Real budget for recurring costs

• Administrative support
Your comments and questions…