THE STATE UNIVERSITY OF NEW JERSEY

RUTGERS

NEWARK

Newark Computing Services

Annual Report
Fiscal Year 2005/2006

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About OIT

The Office of Information Technology (OIT) was formed by restructuring the Rutgers University Computing Services (RUCS) organization to better serve the university community. The current structure consists of three primary divisions: Enterprise Systems and Services, Office of Instructional and Research Technology, and Campus Computing Services.

Newark Computing Services (NCS) constitutes one of the Campus Computing Services' units and provides functional support in the following areas:

- Administration of the campus computing center for general-purpose academic computing systems and software support.
- Operation and maintenance of student computing labs and systems supporting the labs.
- Operation of the Help Desk for assistance with account creation, password problems, and technology questions.
- Training on standard applications for faculty, staff, and students.
- Management of transition from legacy networks to RUNet.
- Maintenance of campus central wireless networks.
- Management of contracted departmental computing functions and repair and installation of computers and local area networks.
- Liaison services with administrative applications support services and telecommunications services.

OIT Strategic Goals Fiscal Year 2005-2006

OIT accomplishes its mission in a fiscally sound manner, striving to meet the increasing IT needs of Rutgers' students, faculty, and staff. OIT's long term strategic goals and areas of emphasis for FY 2007 follow:

1. Provide IT services that improve the quality of Rutgers' academic programs and administrative services.
2. Design, develop, operate, and maintain secure IT infrastructures that support research, teaching and learning, outreach, student services, and administration.
3. Communicate about and promote opportunities for the application of IT in teaching, learning, research, and administration.
4. Promote IT planning and foster cooperation within and between academic and administrative departments throughout the university.
5. Continue to develop staff members who will provide IT leadership in support of the achievement of Rutgers' strategic goals.

Rutgers – Newark Campus Goals 2005-2006

1. Strengthening Undergraduate Education
2. Building Academic Distinction in Research & Graduate Study
3. Enhancing Student & Campus Life
4. Strengthening Ties Between the Campus & the Community
5. Strengthening University Heights Partnerships
6. Increasing Diversity
7. Expanding and Upgrading Facilities
8. Getting the Message Out

Summary of Accomplishments

- Blackboard: Completed a major upgrade of the Blackboard system to release 6.3. Preparation for this upgrade required first upgrading server operating systems to Solaris 9. During the year, the Community System was implemented and put into production, and the Content System was made ready for pilots in the fall.

- Bridge award: The Blackboard team received the President's Bridge Award for the campus Blackboard implementation. The team included representatives from NCS, the Office of Academic Technology, the Registrar's Office, Administrative Services, and RBS. Blackboard was initially implemented by a department in 1999 and grew to a campus-wide application featuring automatic course development and student rosters.

- Education Series: Reviewed and restructured the Education Series to align with the needs of the campus. Twenty unique workshops were offered. Microsoft Access and Photoshop workshops were expanded to 2-day sessions. Departmental workshops were presented on Email, PowerPoint, and Publisher. Workshop evaluations of content, presentation, and instructor ranged from 4.8 to 4.9 on a scale of 1 to 5.

- Recycled lab equipment: Completed the annual Request for Proposal (RFP) initiative to redistribute recycled lab equipment to other campus locations. Disk devices on RFP equipment are cleared and reloaded with an image that includes the operating system, a browser, and other free software. A campus committee selects the proposals to receive the old computers. During the fall of 2005, 78 PCs, 2 Macintoshes, 2 printers, and 10 scanners were distributed to student organizations and departments.

- Wireless: Implemented load balancing on the CLJ Bluesocket wireless network. Congestion on the network was relieved providing students and faculty with better service.

- Residential housing support: Provided computer and network support for residential students on move-in day in September and January. The Help Desk was open during these days and a satellite Help Desk was set up in Woodward Hall. Over 1000 CDs were created containing resource information for installing security software and connecting to the network. These CDs were distributed to all residential students and to students that visited the Help Desk in Engelhard Hall.

- Visitor and guest support: Created temporary Internet accounts within the ResNet system for summer occupants of the residence halls. The Office of Housing and Residence Life provided information about those guests attending several programs including National Conference on Race and Ethnicity, Accounting Career Awareness Program, Association of college and University Housing Officers (ACUHO), International Teaching Assistants, Academic Foundation/EOF – Pre College Program, UMDNJ New Jersey Medical School Conference, and UMDNJ summer students.

- Annual consultant hiring and training: Planned and organized the events, presenters, and trainers for the annual lab consultant training event. Training is mandated for all consultants and was carried out in May. Evaluations of the training sessions were reviewed in preparation for the next annual event. The outcome of this review was to move the program to August. In addition to the scheduled training session, consultants are required to attend at least two Education Series workshops each fall and spring semester for follow up training.

- Electronic placement testing: Partnered with the Office of Student Affairs to implement the on-line Accuplacer Math and English placement testing application in the Hill Hall computer labs. Systems staff developed a new image and desktop shortcut to quickly log on over 160 computers prior to scheduled placement testing sessions. Placement testing sessions for freshman and transfer students were followed by registration sessions. Student consultants were on duty to assist with the testing, account creation, and registration process. Hill Hall labs were closed during placement testing sessions. Notices were posted and announced alerting users of other lab locations on campus.

- Consulting support: Consulted with departments to advise and assist with technology implementations: Golden Dome for gym applications and hardware equipment; Health Services for Electronic Medical Record software; Business Office to distribute RUID cards; other departments that had security risks, server problems, or data feed requirements.

- Bridge Award: The GLBA team received the President's Bridge Award for their work on data security. The team developed a process for evaluating a department's compliance with the federal GLBA requirements for data security. Our team member met with Financial Aid and the Business Department to review data security and data workflow and made recommendations for improvements.

- Elimination of forms requiring SSNs: Trained lab consultants on the use of the Help Desk Request Tracker (HDRT) system and transitioned to this application for all password resets. Paper ticket handling which included students' personal information was retired and all archived paper tickets containing SSNs were destroyed.

- Annual computer lab upgrade: Completed the annual computer hardware upgrade in the campus computing labs and the corresponding image upgrade required for new equipment and software. PC computers were upgraded to Windows XP Professional and Microsoft Office 2003. Macintosh computers were upgraded to MAC OS X 10.4.3. Software applications were upgraded to current versions. A list of software available in the labs can be found at http://www.ncs.rutgers.edu/alpha_all.html.

- Writing Center relocation: Relocated the Writing Center lab from Hill Hall to Conklin 126. Lab computers were replaced with new Dell GX280 SMF computers. A new Windows Server 2003 was installed to manage the lab computers.

- Hosted services: Implemented servers for shared hosting of departmental applications. Departments contracting for these services offloaded system work to CS-Net.

- New survey application: Implemented a new survey software application, Ultimate Survey, which provides more functionality and flexibility than the previous software. Customizations meeting departmental needs can be more easily and more quickly accommodated.

- Ticket tracking system: implemented a ticket tracking system for CS-Net customers to better track repair problems and support calls. The software provides for trending of problems and system issues and a variety of reports on work time and effort.

- Wireless web site: Redesigned and updated the wireless web site at http://wireless.newark.rutgers.edu. The new site provided more information to wireless users and diagrams showing the wireless hot sites on campus.

- Web mail upgrade: Upgraded Squirrel Mail to the latest release. The new version provided better handling of user preferences, fixed many bugs and security issues, and incorporated many of the custom modifications desired by the campus users.

- Mail account conversion: Converted 14,783 Pegasus accounts from mbox to maildir. Maildir format provides faster retrieval of large folder collections, decreases the likelihood of email corruption, and improves support for new email client software.

- System monitors: Replaced the system that monitors central server operations. The new system, Monit, monitors services and hardware in operation and automatically sends messages to staff about the conditions. Systems staff can remotely access the systems through Monit to observe or investigate the status of operations.

- List serve functionality: Implemented the Mailman list serve application and converted old-style mailing lists to the new Mailman application. Mailman enables list owners to control the visibility, members, and messages sent to the lists. Moderated lists control and can deny unwanted messages sent to the lists by spammers.

- Disk expansion: Replaced and added Network Application storage devices. The new filers or CPUs for the storage devices provide the ability to link two NetApp devices together providing redundancy and fail-over functionality. The new storage devices increased storage capacity for general use and for implementation of the Blackboard Content System.

- Account cleanup: Completed the annual clean up of accounts on Pegasus and Andromeda. A total of 2,446 accounts were closed from the roles Faculty, Staff, Student, Guest, and Alumni and from Student Organizational and Departmental Accounts. This was the first effort in cleaning up Departmental and Student Organizational accounts. The process included notifying account holders of the impending

account closure and describing the action to take if the account should be continued. This was a cooperative effort of the systems staff and the user support staff.

- Maintained the oracle server utilized by faculty for computer science courses. The Oracle database server was used by students learning to design and implement Oracle Databases.
- NITF: Planned and chaired the monthly NITF meetings to disseminate technical information to departmental technical staff, discuss and expand on information presented at NB meetings, and collect feedback on departmental issues.
- Departmental communications: Met with departments to describe services by NCS. This on-going activity was valuable to departments that had little knowledge of support available to them on the campus.
- NJEDGE.net: Participated on the NJEDGE.net annual conference planning team and chaired the vendors / tradeshow committee.
- Cyberinfrastructure Symposium: Coordinated Newark campus support for the University-wide multi-campus Cyberinfrastructure Symposium. Staff learned and managed new technologies to share video and data between campuses in a real-time environment. The symposium featured presentations by Internet 2, NSF, University of Michigan, and Rutgers faculty and staff.

Summary of Major Services

NCS offers and supports many basic services for the campus such as Internet services; instructional services for students and instructors; user support for creating an account; user support for connectivity; management of departmental computer functions; hardware repair and installation; local area network repair and installation; departmental transition to RUNet 2000; help desk support, and liaison to University-wide computing and information technology divisions.

Email and Web Services

A variety of Internet-based services are available through NCS to assist students, faculty, and staff in communicating with others. Among these services are email and email lists, web services, and directory services. The campus web server provides hosting for administrative and departmental informational websites. All departments have representative information on the campus web server and continue to enhance and expand the information available on the web.

Faculty, staff, and students utilize the central campus systems, Andromeda and Pegasus, for email and account storage, UNIX-based computing, instructional activities, and development of websites for teaching and learning. These platforms are continuously redesigned as funding for new equipment and software becomes available, and as new techniques are released that increase system reliability and promote secure operating environments.

Reliance on email as a means of communication has dramatically increased the number of email transmissions handled and the requirement for increased security associated with the mail function. Virus filtering was implemented in 2001. Transmissions found to contain a virus are discarded and the sender is notified. Spam filtering was implemented in the 2002. Messages identified as possible spam transmissions are diverted to the user's spam folder where they can be reviewed, if desired, before they are deleted.

A direct comparison of email transmission between years cannot be made because of archiving anomalies, but all indications show that email use has increased significantly.

Email Transactions						
System	00/01	01/02	02/03	03/04	04/05	05/06
Pegasus	7,040,411	7,841,335	11,212,010	14,797,101	16,106,358	22,163,562
Andromeda	4,115,453	4,902,517	8,272,028	14,152,900	16,485,780	20,414,796
Total	11,155,864	12,743,852	19,484,038	28,950,001	32,592,138	42,578,358

Spam and Viruses Identified					
	01/02	02/03	03/04	04/05	05/06
Spam filtered - all systems	NA	1,351,643 *	11,672,282	11,411,729	19,857,780
Viruses blocked - all systems	438,972	133,019	1,074,888	777,894	450,132

* Piloted from April through June

Departments maintain informational websites on the campus web server, newark.rutgers.edu, and in their accounts on other servers. Faculty develop instructional materials for the web and maintain this information on Andromeda, Blackboard, or another server of their choice. Students use Pegasus to store web information developed in their course work and to store their personal websites. Use of the web for instructional purposes has increased dramatically and will continue to increase as more applications are converted to the web and as instructors utilize the web for academic resources. Blackboard use and statistics are reported in the Blackboard Annual Report. Blackboard reports can be found at http://www.ncs.rutgers.edu/documentation.html.

Web Pages						
Newark.Rutgers.edu (Campus Web)						
	00/01	01/02	02/03	03/04	04/05	05/06
Web pgs.	6,549 *	8,143	7,215	9,185	10,795	9,944
Web hits	18,582,586	57,246,643	73,262,191	85,899,613	122,015,093	128,882,196
Avg hits / hour **	2,121	6,535	8,363	9,806	13,929	14,713

Andromeda						
	00/01	01/02	02/03	03/04	04/05	05/06
Web pgs.	19570 *	22,427	26,862	30,061	32,540	51,849
Web hits	15,410,728	21,263,993	24,615,990	35,968,823	57,144,233	79,694,925
Avg hits / hour **	1759	2,427	2810	4,106	6,523	9,098

Pegasus						
	00/01	01/02	02/03	03/04	04/05	05/06
Web pgs.	33693 *	38,054	52,599	45,498	41,275	34,532
Web hits	9,387,879	10,207,276	10,781,825	12,523,631	15,851,339	17,405,943
Avg hits / hour **	1072	1,165	1231	1,430	1,810	1,987

* Previously, these statistics were incorrectly reported and have been corrected
** Based on 7/24 use 365 days/year

Academic Computing Support

A campus committee provides oversight of the student technology fees assessed by the Instructional Computing Initiative (ICI). The funds are used to support instructional and open access computing labs, which are managed and operated by NCS.

Open access labs are equipped with PC and Macintosh computers, printers, and scanners. The Hill and Engelhard labs also have color printers. PCs comprise about 81% of the lab equipment and Macintosh computers about 19%.

Instructional hands-on PC and Macintosh computer labs are available for faculty use. All labs have access to instructional materials, library resources, information technology resources, Internet connectivity, email, and communication with the academic community.

Open access labs follow a schedule of posted hours starting at 7:30 a.m. to 11:45 p.m. During most open access hours, labs are staffed with trained consultants to assist users with Internet access, use of standard software, technical problems, and account and password problems. Consultants have second level support available at the Help Desk and third level support available from the full time staff.

This year, over 349 applications were received for various consultant positions. A team of User Services personnel interviewed 114 applicants, and 44 of those interviewed were hired for lab and help desk consultant

positions. In May, all consultants attended 1½ days of training that covered policies and procedures, software use, and troubleshooting. Throughout the year, consultants attended follow-up workshops to review policies and to participate in customer support training. Lab users were surveyed on a regular cycle to obtain their feedback on lab equipment, consultants, and general environment.

Lab Customer Satisfaction Survey					
Category	01/02	02/03	03/04	04/05	05/06
Overall satisfaction rating	3.85	4.09	3.81	3.96	3.53
Lab condition	3.61	4.13	4.06	4.67	3.66
Knowledge	4.20	4.23	4.24	4.85	4.0
Courtesy	4.07	4.47	4.25	4.94	4.13

* Based on a scale of 1 (poor) to 5 (excellent)

Lab equipment is maintained and repaired by lab consultants, student repair technicians, full time staff, and third party technicians depending upon the type of work required. In such a highly used environment, equipment problems are expected and considered a part of normal operations. Problems may be caused by normal wear and tear or by users unfamiliar with proper use techniques. Computer problems are logged in a database providing the capability to calculate mean-time-to-repair rates, calculate problem frequencies, and identify machines with recurring problems. Repair response time continues to be good resulting in a high proportion of available equipment for use by students and other users.

Summary of Lab Facility Support						
	00/01	01/02	02/03	03/04	04/05	05/06
Total workstations available	420	440 ***	446 ****	463 *****	438	437
Open access lab hours	34,956	35,759.5	39,710.5	39,342.5	41,860.5	45,210
Repairs to equipment	603	706	312	222	351	304
Average days to repair	NA	NA	NA	.94	.62	.33
Repairs made on day 1	52.4%	80.6%	66.3%	52.3%	61.3%	76.8%

* Lab locations change from year to year
** Several labs consolidated and one lab closed for renovation
*** Equipment was added in some labs
**** Law café opened
***** Language lab opened

Enhancements and improvements to labs and instructional facilities are planned and carried out annually. Equipment replaced in the labs is recycled to other locations on campus. During the summer and fall of 2005, the following enhancements were made.

- Replaced 139 PC workstations on a 3-year cycle
- Replaced 14 printers and 11 scanners
- Replaced 3 servers
- Upgraded all lab software to current releases

Instructors may reserve instructional computing labs for courses requiring hands-on computing or for shorter instructional sessions requiring the use of computers. The lab schedule and lab scheduling guidelines can be viewed on the web from the NCS website at http://ncs.newark.rutgers.edu and clicking on "services" then on "lab policies". Instructional computing labs are scheduled through the normal classroom scheduling process. Some departmental labs are also available for use by others when not in use by the department. These labs are located at the Rutgers Business School, the School of Law, and the Visual and Performing Arts department. Campus or community organizations may schedule the labs for workshops or training sessions when the labs are not scheduled for instructional purposes.

Hill Hall Instructional Labs

	00/01	01/02	02/03	03/04	04/05	05/06
Labs available	3	3	3	3	2**	2
# Instructors/presenters *	82	102	96	85	105	85
Total sessions *	738	1282	1370	945	899	741

* Due to anomalies in scheduling sections of courses, totals are inconsistent
** One Macintosh lab was no longer in use

Staff and Departmental Support

Staff and student consultants participated in the campus open house with computing seminars and tours of the campus computing labs. Presentations by staff introduced prospective and new students to technology tools available on campus.

During orientation sessions held by FAS-N, College of Nursing, RBS, and the Law School, staff members informed first-year and transfer students of the importance of creating their Rutgers NetIDs and assisted them through the make account process. After creating a Rutgers NetID, a prospective student may easily stay in touch with campus advisors and other administrators.

Education Series workshops were developed that focus on technical computing concepts and computing subjects of current interest and were scheduled on a repeated cycle throughout the year. The Ed Series was open to all students, faculty, staff, and administration. Staff and student employees of NCS prepared and presented all workshops.

Some of the workshops presented included Blackboard/myRutgers Portal; Getting the most out of Web Mail; Intro to Computer Protection and Security; Managing Your Mail; Microsoft Excel, PowerPoint, Access & Word; RU Wireless Computing; SAS; SPSS; Unix; Using RULink; Web Authoring and Design; and Web Development using Photoshop,

Workshops				
Category	02/03	03/04	04/05	05/06
Scheduled	42	69	73	56
Attendees	119	129	265	461

Workshop Evaluations *				
Category	02/03	03/04	04/05	05-06
Content	4.4	4.7	4.7	4.8
Presentation	4.5	4.8	4.7	4.8
Presentation style clarity/flexibility	4.6	4.9	4.9	4.9

* Based on a scale of 1 (Very Unsatisfied) to 5 (Very Satisfied).

Help Services and Resources

The Help Desk continued daily operations carried out by student consultants with oversight and staffing by full time employees. The unit handled questions and problems from the telephone, walk-ins, and email to help@newark.rutgers.edu. Consultants received basic technical training and update training sessions as necessary on subjects such as handling account problems on Blackboard. All problems coming to the Help Desk were logged and tracked in the trouble tracking system. Each consultant working on the problem recorded notes of the actions taken. If a delay in resolution occurred, the problem was escalated automatically to the second level. Consultants on the Help Desk were backed up by more experienced user services staff and by technical specialists. The Standard Operating Procedures Handbook is updated regularly with new guidelines and serves as a reference manual for daily operations.

Help Resources						
	00/01	01/02	02/03	03/04	04/05	05/06
Phone calls	3,530	4,565	3,794	7,289	22,611 *	23,271
Walk-ins	2,079	2,565	2,131	4,142	3,155	1,871

Email queries	1,383	1,291	2,204	4,634	3,601	3,235
Residence hall queries	N/A	120	521	1,233	2,132	1,634
Lab queries	13,631	15,413	24,425	29,006	38,853	36,705

* An increase of consultants and installation of an Automated Call Distribution system enabled many more
   help desk phone calls to be handled.

Customers utilizing Help Desk services are asked to complete a customer satisfaction web survey or a paper survey. Many of the respondents included laudatory responses in the comments section of the survey.

Help Desk Customer Satisfaction Surveys					
Category	01/02	02/03	03/04	04/05	05/06
Overall satisfaction rating	4.5	4.1	4.1	4.2	4.5
Knowledge	4.2	4.3	4.4	4.3	4.6
Courtesy	4.3	4.6	4.8	4.4	4.5
Timeliness of response	4.0	4.3	4.7	4.2	4.5
Communication skills	3.7	4.3	4.5	4.3	4.5

* Rating based on a scale of 1 (poor) to 5 (excellent)

Newark Information Technology Forum (NITF)

The Newark Information Technology Forum provides the opportunity to enhance communications between NCS and campus departmental liaisons. The forum meets monthly following the New Brunswick OIT_Tech and UNIX_ADMIN meetings. Information presented at those meetings is discussed at the NITF in the context of campus specific implications. Information regarding central campus systems, departmental items, and general information of interest is also presented.

Hardware and Network Installation and Repair

NCS provides departmental support services for the faculty and staff of campus departments through its CSNet unit, an auxiliary funded unit. Fees associated with services fund the employment of staff in this unit. Hourly rates are kept as low as possible to support the operation and enable departments to take advantage of this service. Services can be arranged on a contractual basis for standard server support or for a specific number of support hours. Services offered on a fee for service basis include on-site technical support services; server housing and system administration; hardware installation and repair; network installation and repair; web design and development; and survey design and development.

CSNet Activities						
	00/01	01/02	02/03	03/04*	04/05	05/06
PC jobs	78	124	144	937	1,548	1,512
Network jobs	85	60	45	129	61	127
Server jobs						1,384
Programming						1
Web design/surveys						71
Combined jobs	NA	23	11	NA	NA	NA
Development	NA	NA	NA	116	97	NA

* Activities expanded to include web development and programming and accounting processes
   changed.

Infrastructure

Central Equipment

NCS maintains a variety of central systems that provide the campus with basic services of email, web hosting, standard applications, account storage, file storage, and backup facilities. System configurations are reviewed regularly to consider best alignment to meet campus needs, improve reliability and efficiency of the resources, and relieve manual and attended maintenance requirements.

Systems are backed-up daily using the on-line snapshot function which is available for immediate access if information is inadvertently deleted or corrupted.

Accounts

A Rutgers NetID/account is required to login at any of the instructional labs or open access labs, to use the dialup lines, to read email from the NCS mail server, and to access many of the administrative applications. Any faculty, staff and student of Rutgers entered into the Rutgers Online Database may create a NetID/account from the authentication screen in the labs or by using the web based MAKEACCT function. Faculty and staff accounts reside on the Andromeda system and student accounts reside on the Pegasus system. Any user experiencing a problem making an account should contact a lab consultant or the Help Desk for assistance. If the problem cannot be resolved at that level, it will be forwarded to senior level technicians for analysis and solution.

Guest lecturers or temporary personnel may be given a Rutgers guest ID while they are carrying out authorized tasks or services upon the recommendation of a Dean, Chair, or Director. Departmental accounts are provided for projects or activities of a broad nature when requested by a department head. Guest accounts must be approved by the appropriate departmental administrator and sent to the Help Desk for authorization and set-up. Application forms for guest accounts and departmental accounts are available from the NCS website.

Account Use 2002/2003						
System	Total Accts	Guest Accts	Dept Accts	Logons from Labs	Telnet and SSH Sessions	FTP and SFTP Requests
Pegasus	18,171 *	29	611	582,830 **	411,475 **	76,674
Andromeda	3,545	73	144	18,339	191,434	43,812

* Decrease in the count is the result of an extensive cleanup of accounts
** Transaction logs corrupted for one month

Account Use 2003/2004						
System	Total Accts	Guest Accts	Dept Accts	Logons from labs	SSH Sessions *	FTP and SFTP Requests
Pegasus	17,226	3	184	526,299	101,231	93,230
Andromeda	2,265	2	194	17,064	100,666	48,449

* Telnet discontinued

Account Use 2004/2005						
System	Total Accts	Guest Accts	Dept Accts	Logons from Labs	SSH Sessions *	FTP and SFTP Requests
Pegasus	15,095	0	566	604,238	70,994	101,738
Andromeda	2,328	16	206	17,325	104,901	42,836

Account Use 2005/2006

System	Total Accts	Guest Accts	Dept Accts	Logons from Labs	SSH Sessions *	FTP and SFTP Requests
Pegasus	13,091	8	916	*	43,059	108,997
Andromeda	2,505	40	230	*	224,309	36,482

* Due to a system change in authentication techniques, these numbers were invalid. A new
   system has been implemented which will be more exact in calculating these logons.

A departmental account is required on the campus web server Newark.rutgers.edu to store departmental websites on this system. Account request forms for this system are web-based and accessed from the NCS website. The request must have the approval of the appropriate departmental authority prior to submitting the form to the Help Desk for processing.

Campus Computing Facilities

Campus Computing Facilities are provided as either open access or instructional labs. Each lab is controlled by a server housing unique images of the equipment and the software. Standard software is available in all labs and specialized faculty requested software is available in unique labs. A complete list of software available in the labs can be found on the web at http://ncs.newark.rutgers.edu.

OIT directors on the three Rutgers' campuses collaborate on lab configurations and features to maintain consistency across all campuses. They coordinate one large purchase of annual replacement equipment for the labs resulting in best pricing and better products than could be supported with a smaller purchase. This pricing remains in effect for about 30 days and is available to any Rutgers department making a computer purchase during that period.

Network Access

The network on the Newark campus comprises approximately 5,000 defined hosts or systems. These elements include all computers, printers, servers, and other equipment connected to the network in any location on campus such as labs, offices, and dorms. Faculty and staff may establish a connection to the network by installing the proper cabling and obtaining an IP (Internet Protocol) address. Cabling services may be requested from CSNet.

Campus residence halls provide network access for students with properly configured computers and registered IP addresses. Residential support technicians are available to assist students with the process of configuring and installing their computers. Additional support may be obtained from the Help Desk.

Remote access to central university systems and the Internet may be obtained by connecting to any of the dialup modems maintained on all campuses. With a Rutgers NetID, users may dial into modems located on any campus. Long distance charges may apply if dialing out of the area code. Newark modems can be accessed by dialing 973-353-5090. Congestion may occur during the prime hours of the evening, but at other times of the day, access is quickly available through this service. Information on dialup service and additional telephone numbers can be found http://ncs.newark.rutgers.edu/services.html

Access to the network can also be obtained at the many wireless locations on campus. Centrally supported wireless hubs are available in the Robeson first floor areas and many of the meeting room on the second floor, Dana Library first and second floor, Norman Samuels Plaza, Stonsby Commons, Stonsby green, University Square lounge and plaza, third floor of Engelhard Hall, and throughout several areas in the CLJ. Some departments have also implemented wireless networks for their students, faculty, and staff.

Organizational – Management and Staffing

Staffing

At the end of the fiscal year, NCS employed 13 full time state lines and seven auxiliary lines. One new employee was hired during the year. In addition to full time employees, a total of 95 type 4 and type 5 employees work as lab or help desk consultants.

	01/02 Hired	02/03 Hired	03/04 Hired	04/05 Hired	05/06 Hired
Job Family *					
User services & support	2	0	2	0	0
Systems admin/programming	3	3	2	1	1
Management	0	0	0	0	0

Job Family *	01/02	02/03	03/04	04/05	05/06
Network technicians	1	1	1	3	3
Systems	6	8	9	8	8
User services & support	7	5	6	5	5
Management	2	2	2	3	3
Administration	1	1	1	1	1
Total	17	17	19	20	20

*Includes state and auxiliary lines

Employees participate in performance conferences on a quarterly basis with final evaluations in April. These conferences include recognition of good performance and guidelines for improvement as appropriate. Salary increases and bonuses are awarded based on evaluations that rate accomplishments and level of performance.

Each quarter, staff have an opportunity to nominate a co-worker or team for recognition based upon job contribution, effectiveness, customer service, internal support, inspiration or motivation to others, campus contributions, or team work. Employees selected for the recognition awards are recognized at staff meetings and in our publications.

Professional Development

Continued professional development is vital to ensure that all staff remain competent in rapidly evolving technologies, to extend and develop the skill level of personnel, and to strengthen the working relationships and management potential of all staff members. Each employee participates in the formulation of a professional development plan that will broaden and enhance personal skills or will prepare for higher levels of supervision. This fiscal year staff completed training in technical areas, supervisory techniques, time management, relationships, security, and various conferences.

OFFICE OF INFORMATION TECHNOLOGY (OIT)

MISSION STATEMENT

The mission of OIT is to provide university-wide leadership in Information Technology and quality Information Technology services in support of the University's mission of instruction, research, and service.

VISION STATEMENT

OIT will be a role model within the higher education community for customer satisfaction and service excellence using innovative strategies and advanced technologies, through a unified multi-faceted approach.

VALUES STATEMENT

OIT believes that the organization's greatest asset is its staff. We encourage and support professional development activities that meet the goals of the organization. We take personal responsibility, are accountable, and embrace a set of values that guide our daily actions.

Teamwork - We extend cooperation and support to our colleagues and customers throughout the University community. We hold team goals paramount while encouraging and recognizing both individual and team achievements.

Innovation - We embrace creative solutions, different perspectives, and new opportunities. We provide leadership for the University in introducing and applying Information Technology.

Professionalism - We are knowledgeable in state-of-the-art Information Technology and apply our knowledge in accordance with the best professional practices. We empower each other and use good judgment in performing our duties and activities. We value the benefits of diversity and treat all individuals with respect.

Integrity - We are trustworthy and honest in all of our actions. We hold to a high standard of ethics in our professional relationships.

Initiative - We identify opportunities and promote appropriate uses of Information Technology. We proactively take steps to increase our customers' awareness of Information Technology as a means to achieve their objectives.