Goal: Improve student learning and success through technology related initiatives

- Continued to expand wireless internet service – increasing campus coverage to 75%
- Committed to Google for email and collaboration applications for students
- Expanded Gear-To-Go equipment offerings for students and faculty classroom and course support
- Established the Mobile Help Desk to provide on-site technology support for UA Residence Halls
- Completed the Classroom Technology Proposal to define standards for classroom technology
- Initiated a study to determine the factors necessary to grow and support successful online programs and to gather report information on current online learning activities
- Continued site license enhancements that allow students and faculty to download software onto their own machines
- Supported D2L growth to 82,092 student seats and automated the course creation process using enterprise data
Goal: Improve student learning and success through technology related initiatives

Established 24 x 7 IT support for students, faculty and staff – providing extended levels of service for desktop support, network connections and general technology issues, resulting in more effective management by the student, faculty or staff member.

Expanded loaner laptop program in many colleges, University Information Technology Services (UITS) and the Library.

Provided a mandatory 40 minute session during incoming student orientation, 7000 students.

Created Getting Started video (online self-help for new students).

Produced and distributed *Bringing Your Computer to Campus* guides.

Hosted opening of school tent on the mall to orient new students to technology resources.

Provided integration of ALEKS, from McGraw Hill, for online math placement testing and automated results loading to Student Information System.
Student Learning and Success

Goal: Improve student learning and success through technology related initiatives

Continued support of University of Arizona Computer Based Training (UACBT) where all UA faculty, students, and staff have access to over 700 free software and tech courses that can be taken online.

Expanded the student technology preceptor program (STP) allowing students to obtain critical technology skills while enhancing online course offerings.

Created the Skillful Researcher, a series of one-credit courses to support campus instruction and student research.

Implemented the Course Resource Organizer Service, which will provide course-level portal pages to library resources and services.

Conducted over 300 academic workshops for students and faculty in technology topics such as SPSS, Drupal and Microsoft Office.

Developed a plan for the expansion of online resources, tutorials, workshops and training components for instructor use.

Provided regular open lab sessions for instructors for obtaining enhanced skills in the D2L environment.
Student Learning and Success

**Goal:** Improve student learning and success through technology related initiatives

- Sponsored the Information Technology Student Advisory Board (ITSAB)
- Assisted ITSAB with polling the student body on priorities and technology issues
- Hosted open forums for specific items such as Google for students, as needed
- Conducted frequent and specific interactions with Associated Students of the University of Arizona
- Hosted Project Bamboo/iPlant Workshops
- Upgraded equipment in the Virtual Reality Annex
- Provided a pilot for Illume, a web-based survey tool
- Provided Second Life for academic exploration
Goal: Improve student learning and success through technology related initiatives

Continued support and growth of AZLive – 3-D environment for graphics, stereoscopic projection technology, acoustical tracking devices and four-channel audio to create the illusion of being present in a virtual world

Continued growth and support of the Multimedia Learning Laboratory

Collaborated with Microsoft to provide DreamSpark application development to students

Hosted the Learning Technologies Showcase for faculty to share best practices of the use of learning technologies

Hosted the Online Technologies Speed-Learning Event for faculty to experience online teaching tools

Presented a hands-on workshop for a parallel computing course for student experimentation
**IT Infrastructure**

**Goal:** The communications infrastructure must be robust, reliable, standardized, consistent, state-of-the-art, and operating with continuous improvement and stable funding.

- Upgraded network core to 10-gigabyte
- Implemented IPv6 on network core
- Implemented routing-at-the-edge in approximately 13 buildings
- Performed wiring and telecommunications room upgrades in 8 buildings
- Implemented new monitoring tool (Science Logic EM7) for network and server devices
- Provided CatNet domain and UA wireless services to the Phoenix BioMedical Campus (PBC) – eliminating the need to rely on Tucson for its networking, wireless and domain services
- Installed wireless capability in 7 buildings
- Implemented VOIP in 8 facilities
- Upgraded Unified Contact Center Express (UCCX)
Goal: The university-IT infrastructure must become more accessible, dependable, secure, flexible and scalable with services and tools that are integrated and state-of-the-art to meet the teaching, learning, research, and organizational needs of UA and the surrounding community.

Enhanced the IT governance, standards and processes collaboration

- Formed the IT Transformation Committee to develop a portfolio of campus IT services and evaluate those service areas that could benefit from shared governance and provisioning
- Established the Dean’s Information Technology Council (DITC) Executive Steering Committee to begin working with the CIO Office on defining UA IT Governance
- Established AZFuse, a UA web developer collaboration forum directed at problem solving, skill development and development of shared resources and services
- Formed several on campus partnerships to explore and prototype the Information Technology Infrastructure Library (ITIL) service methodology to define, plan, deliver and track IT services on campus.
- Developed initial templates and standards for instructional website production
- Collaborated with External Relations in the adoption of standard templates for all UA web pages

Evaluation of localized management

- Conducted 5 voluntary college and departmental IT assessments to evaluate areas of improvement in managerial, technical, and campus collaboration
**IT Infrastructure**

**Goal:** The university-IT infrastructure must become more accessible, dependable, secure, flexible and scalable with services and tools that are integrated and state-of-the-art to meet the teaching, learning, research, and organizational needs of UA and the surrounding community.

Continued growth and investment in scalable, centralized server hosting and administration
- Increased centrally hosted virtual machines to 28 for 13 different UA units on the ESX infrastructure
- Increased centrally administered servers to 363
- Increased centrally hosted and administered databases to 59 (72 GB) for 10 different UA units on Enterprise SQL infrastructure
- Increased centrally located disk arrays to 27

Continued growth and investment in scalable storage for consolidation efforts
- Consolidated 58 servers from 2 units on campus
- Developed processes for expanding High-Performance Computing infrastructure and storage as grant funds become available for collaboration

Consolidation of other IT support functions
- Established 24 x 7 IT support for students, faculty and staff; set up collaborations between UITS and 3 colleges for multi-tiered support structures and processes, resulting in over 26,000 calls to the center that were handled in a tiered approach
- Reduced central backup charges by 50% to provide incentive for consolidation
Goal: The university-IT infrastructure must become more accessible, dependable, secure, flexible and scalable with services and tools that are integrated and state-of-the-art to meet the teaching, learning, research, and organizational needs of UA and the surrounding community.

Continued consolidation of network management

- Implemented CatNet and increased usage to 29 units, with over 2000 workstations and servers:
  - Supporting single-sign on with UA NetID
  - Integrating and improving user access to computing resources
  - Simplifying IT management
  - Strengthening campus IT security
  - Lowering campus computing costs by minimizing departmental needs for authentication support and domain controllers

- Consolidated 3 more colleges’ and departments’ network management functions into central IT

- Implemented Enterprise Directory Services (EDS) linked to UA WebAuth authentication

Committed to Google for email and collaboration applications for students

Microsoft Campus Agreement implemented for faculty and staff providing for standardization and state-of-the-art productivity tools
Goal: The university-IT infrastructure must become more accessible, dependable, secure, flexible and scalable with services and tools that are integrated and state-of-the-art to meet the teaching, learning, research, and organizational needs of UA and the surrounding community.

Initiated the evaluation of Google and Microsoft collaboration environments for faculty and staff email, calendaring, messaging and documents.

Implemented a pilot Microsoft SharePoint as collaboration tool (Mosaic and UITS are pilot units).

Piloted a new survey tool (Illume).

Moved support for UA’s Second Life environment to UITS.

Expanded use of the UA’s iTunes U site for instruction, recruitment, and promotion.

Expanded use of the UA’s YouTube channel for instruction.

Conducted a comprehensive review of synchronous online classroom software to replace the current outdated platform.

Eliminated the eReserves system – integrated electronic academic reserve materials into D2L, implemented single sign-on, and created a D2L library widget for ease of use.
Gained ABOR approval for the Mosaic Project Plan in April, 2008. This project is a partnership of campus stakeholders to replace all major administrative systems creating a modern, interoperable, responsive, flexible business environment poised for future changes. The systems are:

- Financial Systems (FS) – replaced by Kuali Financial System
- Human Resources (HR) – replaced by PeopleSoft Human Capital Management
- Research Administration (RA) – replaced by Kuali Coeus Research Administration
- Student Administration (SA) – replaced by PeopleSoft Student Administration
- Business Intelligence (BI) – Oracle Business Intelligence Suite Enterprise Edition (OBI EE) is a comprehensive suite of enterprise BI products that delivers a full range of analysis and reporting capabilities. OBI EE provides intelligence and analytics from data spanning enterprise sources and applications – expanding the availability of business information to managers and executives

Completed (with ABOR approval) the Mosaic Project initiative plans for all modules

Launched the Common Data Initiative within Mosaic to provide for the integration and interoperability between the Mosaic initiatives on a data definition level
Administrative Effectiveness

**Goal:** Business operations must be supported with tools applications that are flexible. Responsive, permit real-time web access, facilitate self-help, and ensure information integrity. The applications must be interoperable, modern and poised for future changes.

Continued to evaluate potential future initiatives in areas such as space management and promotion/tenure

Evaluated portal options including PeopleSoft Portal and CampusEAI On Demand hosted portal solution to enable single sign-on to Mosaic and other auxiliary UA applications as collaboration opportunities are identified

Focused strongly on *Regent’s Vanilla* implementation of the Financial Systems, Human Resources, Research Administration, Student Administration, and BI

- Strongly biased toward using the software as provided, with minimal customizations/modifications
- Re-engineering current business processes when required
Administrative Effectiveness

**Goal:** Business operations must be supported with tools applications that are flexible. Responsive, permit real-time web access, facilitate self-help, and ensure information integrity. The applications must be interoperable, modern and poised for future changes.

Developed a well-defined process to evaluate and propose Mosaic customizations that are required in order to accommodate business best practices or specific UA requirements that may not be addressed in the software – compared with ERP projects at other universities; we are keeping the number of modifications very low.

Issued an RFP for Student Recruiting module that resulted in a substantial savings for Mosaic.

Delivered BI workshops to over 300 faculty and staff and Kuali Financial Systems workshops to over 100 faculty and staff. Through these workshops business operations faculty and staff are identifying the best ways to improve operations using the new tools.

Established the Mosaic Community website – a professional networking site to connect end-users of the Mosaic applications to training, workshops and team members to provide forums for discussion and learning.
**Administrative Effectiveness**

**Goal:** Business operations must be supported with tools applications that are flexible. Responsive, permit real-time web access, facilitate self-help, and ensure information integrity. The applications must be interoperable, modern and poised for future changes.

Supported mandatory enhancements to legacy systems, incorporating sustainability and reengineering into the roadmap:

- Open benefits enrollment for employees
- End of year processing (W2’s, 1098T, 403B)
- Furlough processing
- Tuition Calculation
- 21 day reporting

Incorporated new development projects into roadmap:

- eCustoms
- Promotion and Tenure
- BuyWays for purchasing

Provided a PeopleSoft 9.0 demonstration environment for use by NAU

Participated in a forum with NAU and ASU to discuss outsourcing the hosting function
Administrative Effectiveness

Goal: Business operations must be supported with tools applications that are flexible. Responsive, permit real-time web access, facilitate self-help, and ensure information integrity. The applications must be interoperable, modern and poised for future changes.

- Engaged key ASU personnel as consultants on Mosaic
- Shared information on a regular basis with ASU
- Shared information on PeopleSoft system modifications with NAU and ASU
- Hosted visit for ASU to see the Kuali Coeus system
- Visited ASU to review ASU’s security authorization
- Gained ABOR approval for the BI implementation plan in March 2009
- Integrated the BI initiative with each of the administrative system initiatives
Administrative Effectiveness

**Goal:** Business operations must be supported with tools applications that are flexible. Responsive, permit real-time web access, facilitate self-help, and ensure information integrity. The applications must be interoperable, modern and poised for future changes.

- Introduced new tools for BI:
  - Oracle Enterprise Performance Management (EPM)
  - OBI EE
  - Hyperion

- Continued to evaluate additional subject areas beyond the original scope of the Mosaic Project that may benefit from the new BI tools

- Worked with senior leadership to map future evolution of BI

- Gained ABOR approval for the HR implementation plan in August 2008

- Gained ABOR approval for the SA implementation plan in December 2008

- Implemented the Student Recruiting module, a hosted solution from Hobson’s EMT Connect on May 4, 2009
**Administrative Effectiveness**

**Goal:** Business operations must be supported with tools applications that are flexible. Responsive, permit real-time web access, facilitate self-help, and ensure information integrity. The applications must be interoperable, modern and poised for future changes.

Gained ABOR approval for the Financial Systems implementation plan in August 2008

Branded applications in Mosaic with the UA look and feel

Evaluated portal options including PeopleSoft Portal and CampusEAI On Demand hosted portal solution to enable single sign-on to Mosaic, and other auxiliary UA applications as collaboration opportunities are identified

Initiated development of templates for instructional website production

Collaborated with External Relations in the adoption of standard templates for all UA web pages
Goal: The University’s information assets and technology environment must be increasingly and effectively secured in a consistent standardized manner without limiting our academic and research freedoms.

Obtained final approval of the Information Security Policy and several supporting standards, published them and notified UA employees.

Established a network of Information Security Liaisons to serve as points of communication in academic and business units.

Established the UA Information Security Advisory Committee (UA-ISAC) mandated by ABOR Policy Manual Section 9-202(F) to review and recommend information security policies and standards, and to provide Program guidance and support.

Held initial meeting of UA-ISAC to:
- Review and approve the Program plan and goals for 2009-2010
- Review and recommend information security policies and standards drafted during the 2008-2009 academic year
- Review the progress of the Personal Information Sweep, a university-wide process for inventory and remediation of Social Security, credit card and driver license numbers stored on networked computers
- Obtain guidance and support for a proposed university-wide risk assessment.
**Information Technology Security**

**Goal:** The University’s information assets and technology environment must be increasingly and effectively secured in a consistent standardized manner without limiting our academic and research freedoms.

- Regularly reported to and obtained advice from governance organizations
- Conducted an informal risk assessment of auditable systems
- Eliminated the use of SSNs as primary student identifiers for currently enrolled students
- Implemented the Personal Information Sweep
- Implemented university-wide risk assessment procedures
- Implemented a program for compliance with the Payment Card Industry Data Security Standard
- Created a website describing risk assessment practices and providing basic and advanced tools
- Distributed drafts of Data Classification and Risk Assessment Standards for review and comment and obtained review by UA-ISAC

Initiated a three-pronged security review of Mosaic enterprise systems replacement project, consisting of risk assessment, compliance check and automated scanning
**Information Technology Security**

**Goal:** The University’s information assets and technology environment must be increasingly and effectively secured in a consistent standardized manner without limiting our academic and research freedoms.

- Posted compliance checklists for each of the information security standards on the UA Information Security website
- Obtained final approval for incident handling standards and procedures
- Established a virtual Security Incident Response Team (VSIRT) for emergency response for all escalated IT security events
- Revised incident handling standard and procedures to ensure consistency, identify roles and responsibilities, and to incorporate additional detail on how to investigate, contain and recover from or follow up on incidents, distributed them for review and comment and sought review by UA-ISAC
- Coordinated escalated incident response for the university
- Published revised incident handling standard and procedures and notify UA employees
Information Technology Security

Goal: The University’s information assets and technology environment must be increasingly and effectively secured in a consistent standardized manner without limiting our academic and research freedoms.

Identified critical UA systems that store sensitive data by means of a risk assessment of critical systems

Initiated a critical system registration program in conjunction with the Personal Information Sweep and registered 115 systems

Acquired a web application security scanning tool, as part of a tri-university effort, and developed web pages and a Web Application Security Assessment Procedure

Implemented a web application security scanning program, and obtained vendor training

Distributed drafts of an Application Security Standard, Web Application Security Assessment Procedure and Critical Device Scanning Procedure for review and comment

Initiated a security review of Mosaic project components, including application and system scans

Obtained review by UA-ISAC of the Application Security Standard, Web Application Security Assessment Procedure and Critical Device Scanning Procedure, published and implemented them
Information Technology Security

**Goal:** The University’s information assets and technology environment must be increasingly and effectively secured in a consistent standardized manner without limiting our academic and research freedoms.

- Implemented a university-wide network vulnerability scanning program
- Obtained external scans of network segments involved in payment card processing
- Obtained final approval of a Wireless Deployment and Management standard, published it and notified UA employees
- Increased departmental participation in protecting department subnets on the border firewall and to deploy additional virtual firewalls for departmental VLANs
  - Held two live firewall implementation training sessions for distributed IT staff, and made recordings available on the UA Information Security website
  - Improved website documentation and the web request mechanism
  - Increased participation to approximately 296 virtual firewall contexts and 37 physical devices
- Offered a new web-based Secure Socket Layer (SSL) Virtual Private Network (VPN) service in addition to the existing IPSec version, with improved and more granular authentication mechanisms
**Information Technology Security**

**Goal:** The University’s information assets and technology environment must be increasingly and effectively secured in a consistent standardized manner without limiting our academic and research freedoms.

Deployed and tested Cisco Secure Desktop, a means of assessing system security posture, but encountered reliability and scalability issues.

Initiated two projects to improve intrusion detection capabilities for specific subnets.

Routed private addresses throughout the main campus network and made them available on request, with a border firewall change to allow access to off-campus networks.

Redeployed intrusion detection system to improve detection capabilities in the main UITS data center.

Increased the types of network traffic blocked by the border firewall to improve overall security and allow for improved proactive intrusion detection.

Instituted a remote access policy, requiring the use of the VPN to access the university network when connecting remotely, and blocking other insecure protocols.

Acquired a penetration testing tool.
Information Technology Security

Goal: The University’s information assets and technology environment must be increasingly and effectively secured in a consistent standardized manner without limiting our academic and research freedoms.

- Obtained final approval of the University Network Operational Security standard, published it and notified UA employees
- Received final approval for standards for access control, minimum security for networked devices, and server security, and related guidelines, published them and notified UA employees
- Implemented the Enterprise Applications Account Access Procedure to establish procedures for access to accounts for the major enterprise applications
- Established and enforced complexity and periodic change requirements for the UANetID password
- Made progress toward moving all UITS systems under the UANetID common authentication system, with more systems being promoted and included onto CatNet, the UA Microsoft Windows domain that uses UA UANetID authentication, and more applications authenticating using WebAuth, the central web authentication service
Information Technology Security

Goal: The University’s information assets and technology environment must be increasingly and effectively secured in a consistent standardized manner without limiting our academic and research freedoms.

Following the recommendations of the Burton Group report, the three Arizona Universities agreed to implement Shibboleth Identity Managers (middleware provided by Internet2) for their respective institutions as the Arizona Tri-University Identity Federation (ATIF), and to join the Internet2-sponsored “InCommon” identity federation (using their policies and practices as a foundation for ATIF’s)

As part of the ATIF implementation team, adopted a project plan, and made progress as follows:
  • Officially joined InCommon
  • Implemented the Shibboleth Identity Provider (IdP)
  • Identified cross-institution applications, requiring federated identity management, including the IDEAL (Integrated Data to Enhance Arizona’s Learning) initiative’s TPREP application

Announced availability of Shibboleth and Enterprise Directory Service, solutions for authenticating and authorizing access to online systems

Received final approval of standards requiring antivirus protection on all networked devices, published them and notified UA employees
Information Technology Security

Goal: The University’s information assets and technology environment must be increasingly and effectively secured in a consistent standardized manner without limiting our academic and research freedoms.

Incorporated continuing education about antivirus and anti-spyware resources, and recent trends in virus and spyware behaviors and characteristics, into the Education and Awareness program
  • Addressed in presentations made during Security Awareness Week 2008 and to students
  • Distributed an advisory on malicious software known as “Downadup” or “Conficker” to all students and employees

Obtained final approval of the Wireless Deployment and Management Standard and the University Network Operation Security Standard, published them and notified UA employees

Implemented guidelines for secure file deletion as part of the Personal Information Sweep

Made server and desktop security benchmarks and scoring tools available to system administrators, along with a presentation made during Security Awareness Week 2008 on how to use the benchmarks and scoring tools to comply with security standards

Acquired a network vulnerability scanning tool and obtained staff training

Initiated scanning of systems used in the Mosaic project
Information Technology Security

**Goal:** The University’s information assets and technology environment must be increasingly and effectively secured in a consistent standardized manner without limiting our academic and research freedoms.

- Sought review by UA-ISAC of a Risk Assessment Standard, published and implemented it
- Distributed a draft Critical Device Scanning Procedure for review, comment, published and implemented it
- Published and implemented the access control standards, data facility security standards and the procedures for physical access to University IT Services’ data centers
- Implemented recommendations of Internal Audit staff in connection with an audit of physical access to the UITS data centers
- Obtained final approval of a business continuity and disaster recovery planning standard
- Mandated the use of Secure Socket Layer (SSL) transport of users’ UANetID passwords for the central e-mail service
- Terminated all remaining dial-up modem service, which allowed unencrypted communications
- Established a working group to study whether there is a need for large scale support of encryption
- Completed the initial study and established guidelines for encryption
- Implemented encryption for sensitive personal information stored on devices attached to the UA network via the Personal Information Sweep
Information Technology Security

**Goal:** Members of the University Community must become increasingly aware of their responsibilities, and accept accountability for minimizing the University’s exposure to ongoing threats.

- Distributed pamphlets during new employee and student orientations
- Contributed information security topics to the monthly new employee electronic newsletter and handbook, UA South employee newsletter, and UA advisors’ newsletter
- Delivered awareness presentations to UA freshmen
- Delivered awareness education to 7,042 incoming freshmen in student orientations
- Distributed monthly information security newsletters to employees
- During Security Awareness Week 2008, offered:
  - Information security advice to passersby on the UA Mall over three days
  - Six live presentations for general audiences, in two campus locations
  - Six live presentations for technical audiences
Goal: Members of the University Community must become increasingly aware of their responsibilities, and accept accountability for minimizing the University’s exposure to ongoing threats.

Posted videos from Security Awareness Week 2008 online

Augmented the UA Information Security website

Offered IT staff training on implementation and management of internal firewalls

Provided training for web developers on secure web-based development practices, including:

- Awareness session on web application security during Security Awareness Week 2008
- Application Security Tutorials web page with webcasts on application security essentials, best practices for writing secure code, and threat defense
- AzIT Security Training web page with programming language-agnostic security training modules

Conducted two annual training sessions required by the Payment Card Industry Data Security Standard university merchants that process credit card transactions

Trained Information Security Liaisons on their responsibilities

Distributed periodic directives, information and advice university-wide to move UA to a more proactive security posture
Academic Technology

**Goal:** Provide an environment that encourages the use of technology to facilitate and enhance learning.

Coordinated and presented the annual Technology Showcase in May, 2009
Research Computing

**Goal:** In support of research, the UA should provide broad support for basic collaboration technologies, continue its commitment to high performance computing and computation, and begin implementing more advanced technologies.

Completed the final phase of the UA Supercomputer Replacement Project including two major high performance computing systems – the June, 2008 rankings by TOP500 and Green500 set the University of Arizona's Research Computing as the 237th most powerful computer in the world and the 50th greenest in the world in electrical usage.

Developed a shared high performance computing system model for the research community that allocates a higher priority to the partner research groups in proportion to the funding that they provide and provides funding for continued upgrades to the computing resources.

Continued support and usage of TeraGrid

Continued investments in CENIC, Internet2 and National LambdaRail

Continued support and growth of AZLive

Continued a dedicated Research Computing Services Support group for advanced technical and scientific support
Research Computing

**Goal:** In support of research, the UA should provide broad support for basic collaboration technologies, continue its commitment to high performance computing and computation, and begin implementing more advanced technologies.

Provided training for several hundred research faculty and students in the use of Unix, C, Fortran, OpenMP, Parallel Programming, MPI and SPSS

Presented a hands-on workshop for a parallel computing course for student experimentation

Continued support and usage of TeraGrid

Provided 50 terabytes of centrally available storage for participating high performance computing users

Formed the Research Computing Governance Structure charged with:

- Advising on upgrade and replacements
- Advising on use, policies and allocation of resources
Research Computing

**Goal:** In support of research, the UA should provide broad support for basic collaboration technologies, continue its commitment to high performance computing and computation, and begin implementing more advanced technologies.

Participated in iPlant
- Participation in workshops and information technology resource discussions
- Provided the first iPlant programmer access to the high performance systems for initial development of iPlant applications.
- Hosted joint iPlant and Project Bamboo conference at The University of Arizona
- Proposed VM server(s) for iPlant administrative purposes

Advanced Project Bamboo
- Participating in workshops and information technology resource discussions

Supported the Phoenix Lander (Mars) Project through network and storage projects
**Goal:** Ensure that appropriate information technology collaborations are being utilized in the support of the mission of The University of Arizona: to improve life for the people of Arizona and beyond through education, research, creative expression and community engagement.

Supported Tri-University course development through D2L

Collaborated with ASU on high performance computing workshops

Collaborated on the annual Tri-University Information Technology Retreat

Established monthly Tri-University network operations meetings

Participated in regular CITO meetings

Continued to support the courses currently offered online through the UA and AZUN

Continued to inform the students about the expanded options offered through AZUN

Participated in joint management of the PBC network between UA and ASU
**Goal:** Ensure that appropriate information technology collaborations are being utilized in the support of the mission of The University of Arizona: to improve life for the people of Arizona and beyond through education, research, creative expression and community engagement.

Provided CatNet domain and UA wireless services to the PBC – eliminating the need to rely on Tucson for its networking, wireless and domain services

Renewed of service level agreement between UA and ASU

Held stakeholder meetings with College of Medicine, College of Agriculture, and Telemedicine

Participated in Arizona Telecommunications & Information Council (ATIC) Strategy Committee

Supported and provided information technology perspective to stimulus grant proposals state-wide
Held meetings and/or obtained information from vendors such as Qwest and PAETEC regarding their capabilities to provide connectivity to remote locations