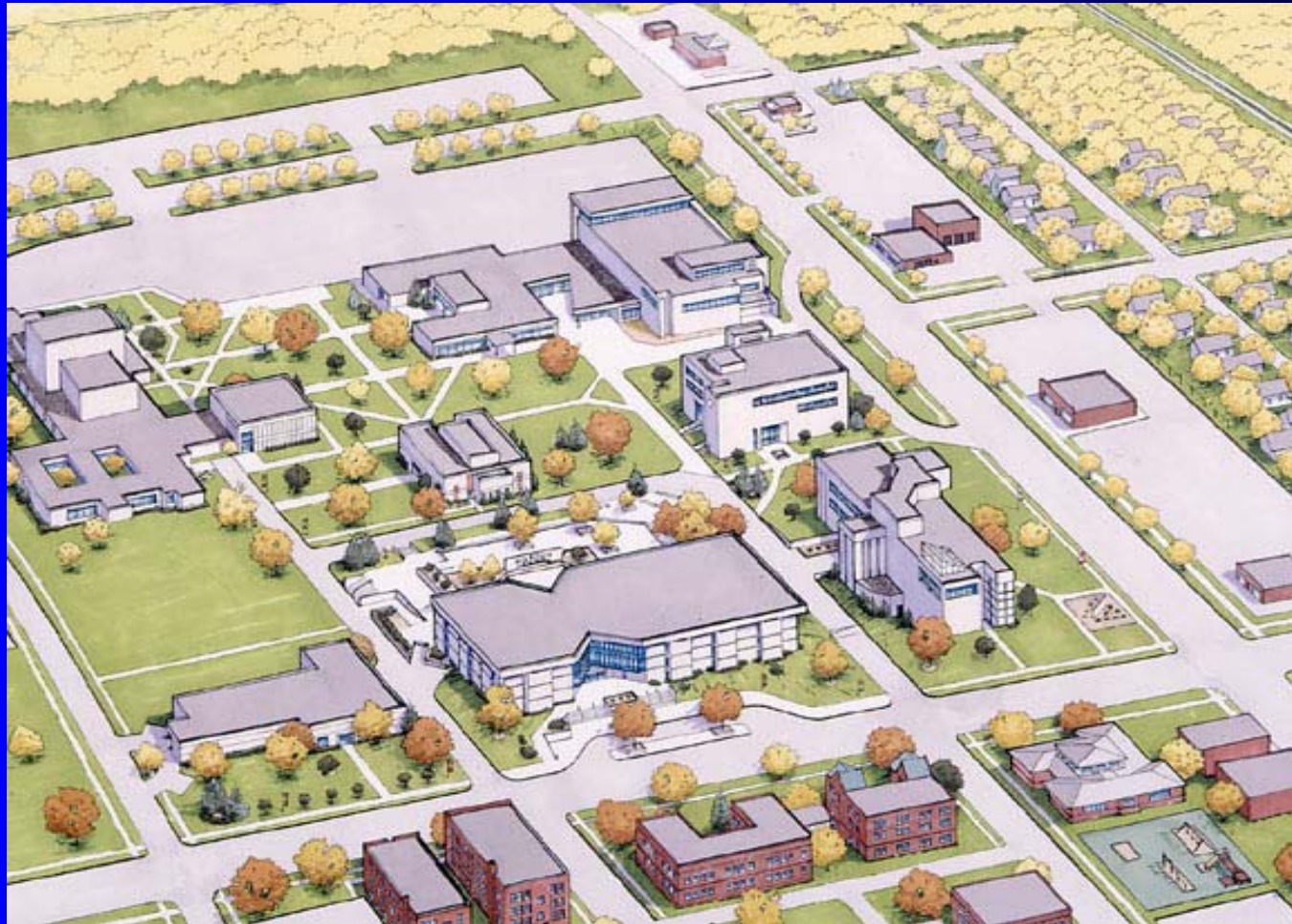


Indiana University Northwest

Donald L. Steward
Vice Chancellor
Information Technology
Gary, Indiana

IUN Campus Map



IT Organizational Changes

- **Recommendation:**

Restructure to better serve the needs of students and faculty.

- **Response:**

Expand & redesign Instructional Services

Add Director for Microcomputer Support

Add Director for Technical Services

Instructional Media became

Instructional Services

- Webmaster relocated here
- Training Coordinator relocated here
- Instructional Designer proposed

Microcomputer Support

- Create new position:
 - Director** of Microcomputer Support
 - Coordinate and integrate functions to provide better end-user support
 - Similar to LSP concept

Technical Services

- Create new position:

Director of Microcomputer Support

– Coordinate and manage:

- File server support
- Network administration
- Account administration
- Telecommunications

New IT Organization

Vice Chancellor
Information Technology

```
graph TD; A[Vice Chancellor Information Technology] --> B[Director Microcomputer Support]; A --> C[Director Technical Services]; A --> D[Director Instructional Services];
```

Director
Microcomputer
Support

Director
Technical
Services

Director
Instructional
Services

Microcomputer Facilities,

circa 1999

- 10 classrooms
- ALL used as open labs AND as instructional classrooms
- ALL staffed by Lab Monitors
- ALL open early AM to late PM
- Inadequate and outdated equipment

Previously administered by clueless arrogant bastards

Reasons to Change

- Difficult to schedule
- Lab Monitors used as Teaching Assistants
- Inadequate student labor pool
- Labor costs depleting Student Technology Fee fund
- Microcomputer upgrades needed

Actions Taken

- Divided microcomputer facilities into three groups
 - Dedicated classrooms
 - Open labs
 - Special use

Dedicated Classrooms

- 6 labs became dedicated classrooms scheduled by Registrar.
 - Registrar regained control
 - Reduced labor costs
 - Increased available funds for equipment
 - Classrooms were locked
 - Maintenance decreased

Open Labs

- Emergency classroom use only
- Staffed by student lab consultants
- Extended hours for day and evening students
- Designated for student use

Special Use Lab

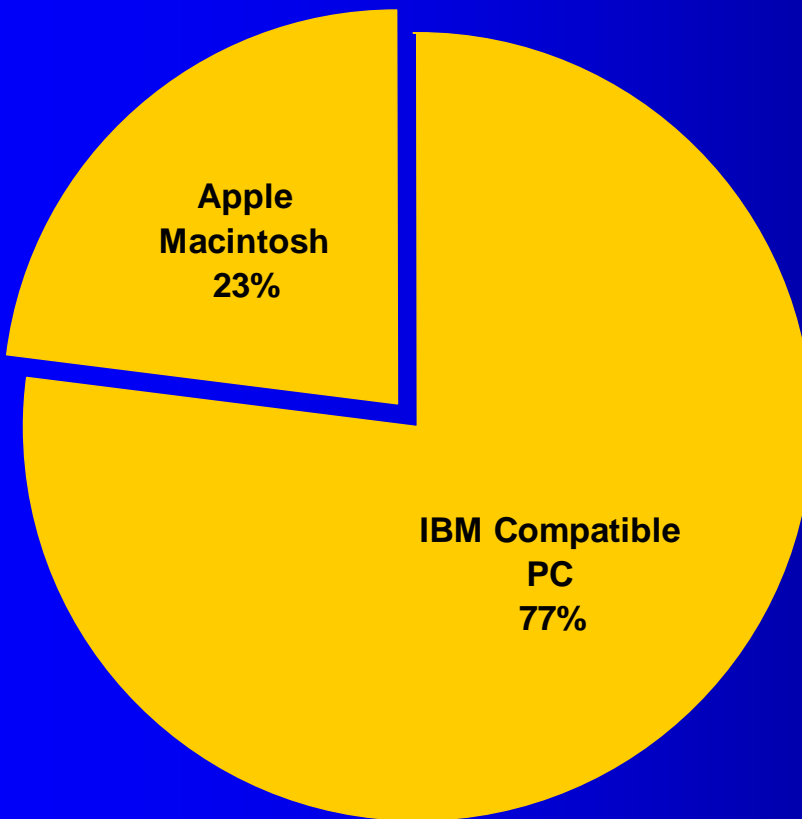
- Dedicated modern language lab



**Information Technology
Strategic Plan
Accomplishments**

Action 1 – 3

Desktop Microcomputers



IUN
Microcomputer
Environment

Pre-ITSP Microcomputers

- Hand-built PCs
 - 80486s to Pentium 166s
- Apple
 - LCIIIs to 60MHz Power PCs

Retained PC Minimum Standard

- Pentium II 233 MHz processor
- 64 MB RAM and 4 MB video RAM
- 4 GB hard drive
- Floppy and CD-ROM drives
- 17" monitor

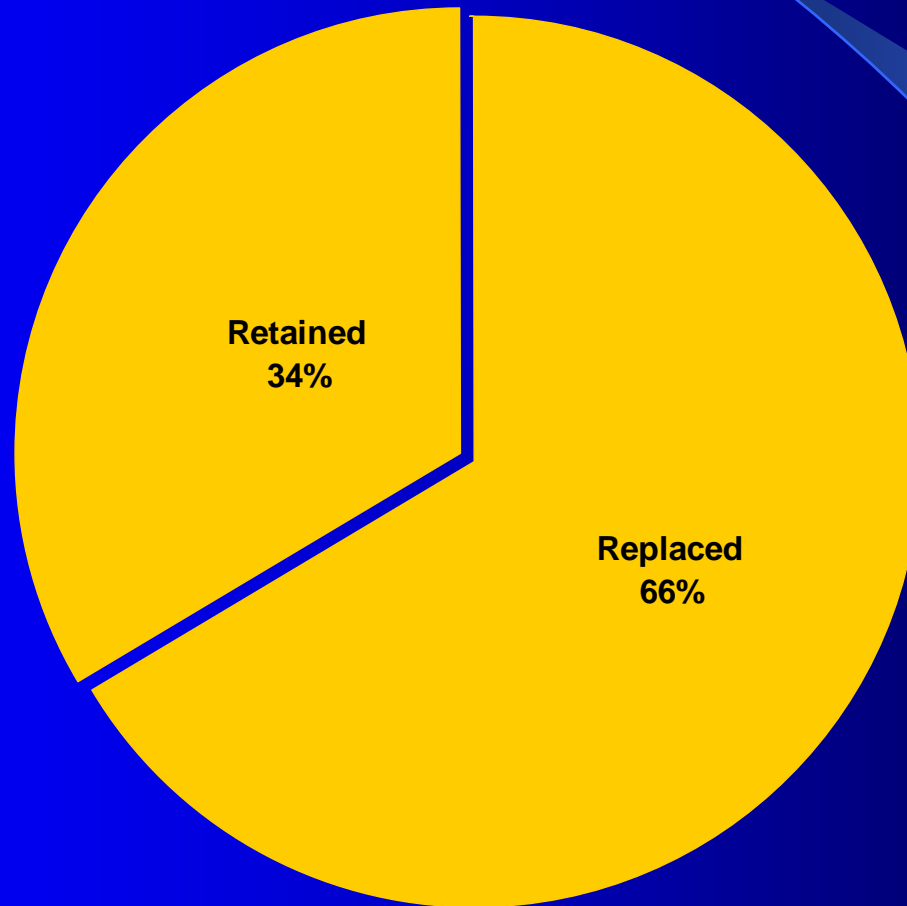
New Minimum PC Standard

- Pentium III 450MHz Processor
- 128MB RAM and 8 MB Video RAM
- 6.4GB Ultra ATA hard drive
- Floppy and CD-ROM drives
- 100MB zip drive
- 10/100 Ethernet adapter

New Minimum PC Standard

- 17" monitor, keyboard, mouse
- Sound and speakers
- Windows 98 Operating System and Microsoft Office 97 Professional Suite
- Norton Anti-Virus
- 3-Year on-site next business day maintenance

Required PC Replacements



IBM Compatible PC Replacements

140 Dell Optiplex GX-1
107 Gateway E-4200

Retained Apple Minimum Standard

- PowerPC G3 233MHz processor
- 64 MB RAM and 8MB video RAM
- Floppy and CD-ROM drives
- 17" monitor
- Sound and speakers

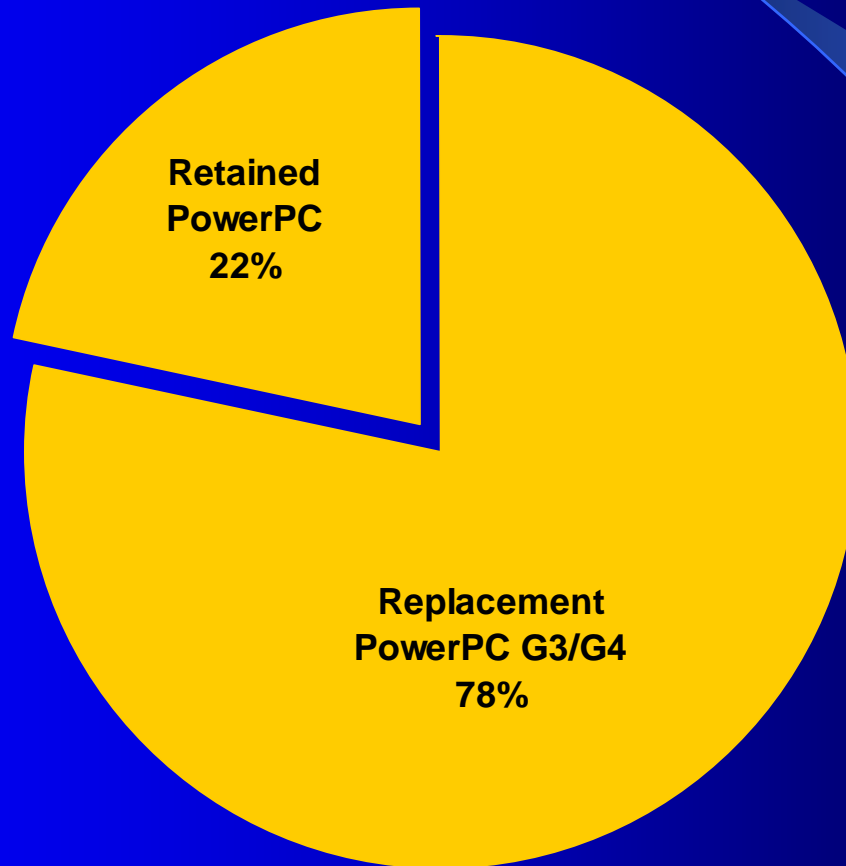
New Minimum Apple Macintosh Standard

- 350MHz PowerPC G3 Processor
- 128MB RAM and 16MB Video RAM
- 6GB Ultra ATA hard drive
- CD-ROM drive
- 100MB zip drive

New Minimum Apple Macintosh Standard

- 17" monitor
- OS 8.x Operating System
- MS Office 98 Professional
- 3-year on-site next business day maintenance
- Built-in sound and speakers

Required Apple Replacements



Macintosh Replacements

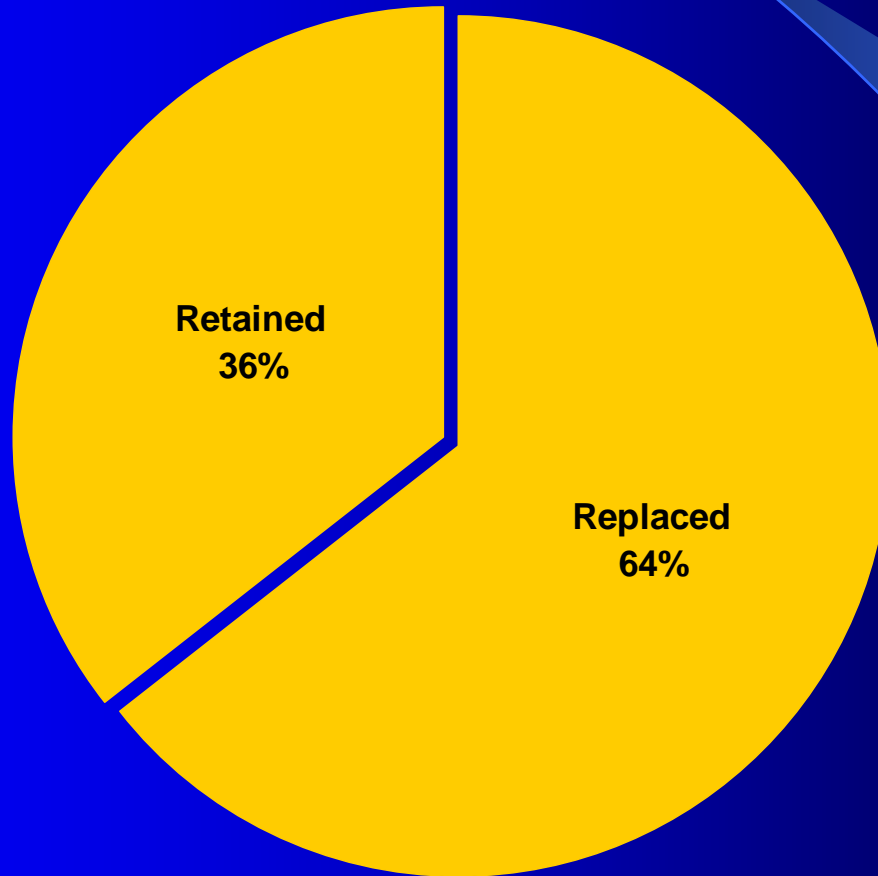


- G3-400 PowerPC
- G4-350 PowerPC
- 87 total replacements

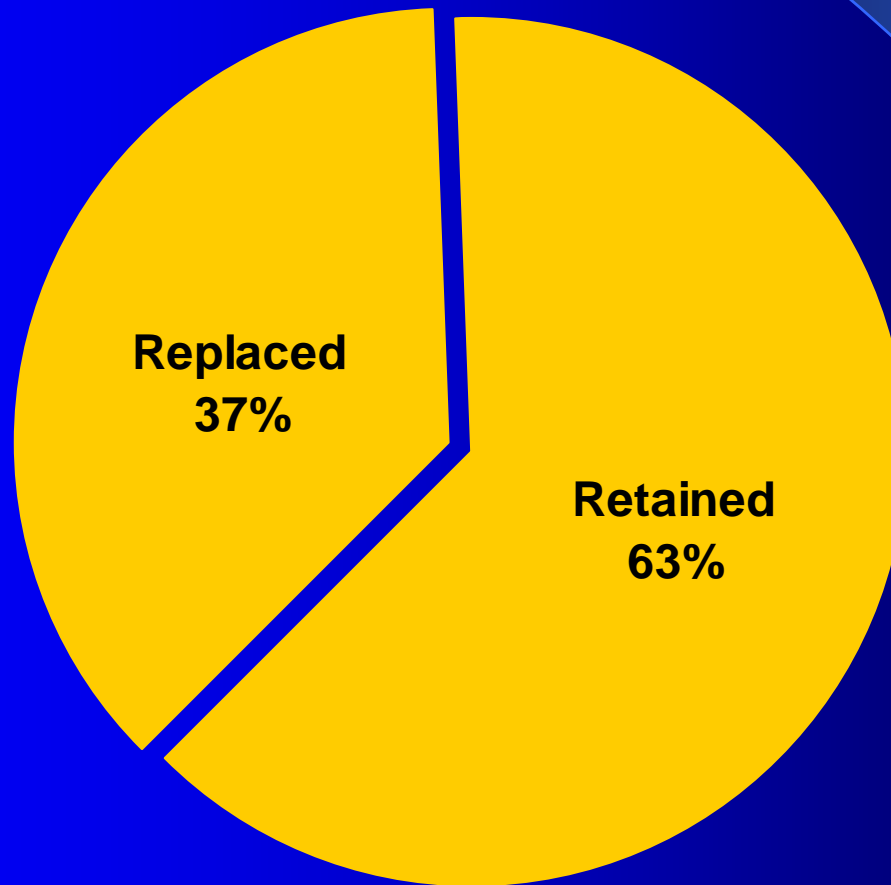
Memory Upgrades

96 upgrades installed to meet
minimum 64 MB RAM
configuration

Desktop Printer Replacements Requirements



Networked Dept. Printer Replacement Requirements



Replacement Printers

- Desktop: 85 HP 810Cs
- Network: 7 HP 4050Ns
3 HP 8000Ns

Pre-ITSP File and Application Servers

- Hand-built for Novell services
- Hand-built for Microsoft NT services
- Marginal server backup capability
- No Uninterruptible Power Supply (UPS)
- No backup power source for extended periods

Pre-ITSP File and Application Servers

- DNS on failing 7-year-old Sun Sparc
- 9 individual NT domains each with it's own PDC and no BDCs
- Management split between 2 groups

Decisions Made and Actions Taken

- Outsourced E-mail to IUB
- WebMail implemented
- Outsourced Web hosting to IUB
- DNS migrated to Linux

Critical File Server Replacements

- 4 Compaq 1600 6/450 File Servers
- 2 Compaq 3000 6/450 File Servers
- Compaq Automated DLT Tape Librarian
- CA Arcserve backup software
- UPS placed in service

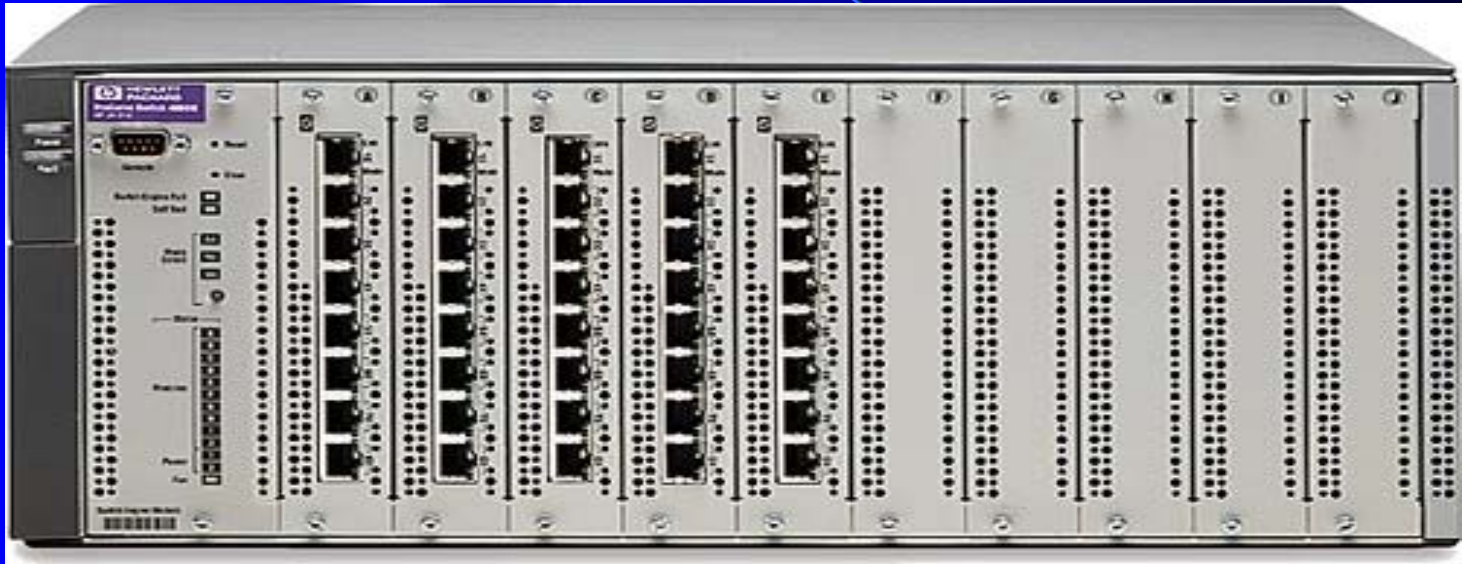
Decisions Made and Actions To Be Completed

- Novell Netware to be abandoned
- Consolidate 9 domains into 1
- Shutdown old mail servers by Fall 2000
- Move to DHCP from fixed IP addressing

Network Architecture

- Existing Network Configuration
 - CISCO 7206 Router
 - Synoptic hubs
 - Category 3 wiring
 - Fixed IP addresses

Network Updates



- 50 New HP 4000 Switches providing 1000+ nodes to replace outdated hubs

Other ITSP Actions

Action 11: New Instructional Designer

- Assist faculty integrating technology into pedagogy
- Assist faculty migrating courses to the Web
- Coordinate OnCourse and WebCT functions

Redesign Previous Open Lab – Hawthorn 108

- **From:** Open lab with Student Consultants
- **To:** Teaching and Learning Center & Administrative Support Center

New Support Lab Hawthorn 108

- Teaching and Learning Center
 - Training Coordinator
 - Provides Steps and Prosteps classes customized for Northwest campus
 - Needs a location for greater scheduling flexibility and expansion.

New Support Lab Hawthorn 108

- Teaching and Learning Center
 - Instructional Designer
 - Faculty oriented work center
 - Teaching support vs. admin support
 - Advanced skills
 - Graphics workstation

New Support Lab Hawthorn 108

- Administrative Support Center
 - Computerized skills assessment testing
 - Online registration support
 - Career counseling assessment testing and workshops
 - Telecounseling Center

Action 21: Classroom Technology

- 17 overhead projectors and carts for fixed classroom placement
- 4 Elmo EV500AF video copy stands
- 2 Sony ceiling-mounted LCD projectors
- 3 Gateway E-4200 400MHz micros
- 4 Apple PowerPC G3/G4 350 micros



Student Technology Fee

Classrooms and Labs

- 6 multiuse labs returned to Registrar for exclusive microcomputer classroom use with all new computers in 5 classrooms
- 2 retained as open microcomputer labs with all new computers

Renovated Classrooms



Marram 134

- 12 Mac PowerPC G3 350 MHz
- PowerPC G3 350 MHz for instructor

Renovated Classrooms

Raintree 211



- 30 Dell GX1/MT 400 MHz PCs
- Same for instructor

Renovated Classrooms



Raintree 212

- 24 Mac PowerPC G3 350 MHz
- Same for instructor

Renovated Classrooms

Hawthorn 333



- 24 Dell GX1/MT 450 MHz PCs
- Same for instructor

Renovated Classrooms



Hawthorn 454

- 24 Mac PowerPC G4 350 MHz
- Same for instructor

Renovated Open Labs

Raintree 202



- 32 Dell GX1/MT 400 MHz PCs
- Same for instructor and Student Computer Consultant

New Open Lab

New Academic Activities Building Temporary Configuration

- 16 Dell GX1/MT 400 MHz PCs
- 8 Mac PowerPC G3 400 MHz
- 10 Mac PowerPC G4 350 MHz

New Open Lab

New Academic Activities Building Permanent Configuration

- 26 550+ MHz PCs
- 10 Mac PowerPC G4 350 MHz
- 2 HP 4050N laser printers

Geographic Information Systems Classroom/Lab

- Custom GIS software
- Kodak DP1100 LCD projector
- 14 Gateway E-4200 550 MHz computers
- 7 HP 1120 CXI Printers
- HP 5000 laser printer
- 12" x 17" tabloid-size scanner
- 11" x 17" graphics tablet

Portage Commons Site

- Instructional Site 10+ miles from Gary
- 25 Gateway E-4200 550MHz computers
- 2 Apple PowerPC G4 350MHz computers
- 3 HP 4050N laser printers
- NEC MT830 Plus LCD projector
- External networking to be determined

Software Support Upgrades

- All PCs to Microsoft Windows 98 SE
- All Macintoshes to OS 9
- \$5000 Graphic Arts software added to 25 Macintosh PowerPC G3 computers
- \$20,000 site-licensed math and statistical software contracted via Math/Stat Lab at IUB

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