



Associate Vice President for Information Technology

Overview

The Associate Vice President for Information Technology Services (ITS) provides leadership and oversight for the Information Technology Computing Services and Academic Information Technology operations and operating budgets, as well as oversight for the Student Technology Fee budget. Information Technology Services strives to maintain a reliable, secure, and accessible computing infrastructure in addition to implementing new applications in support of students, faculty, and staff as articulated in the Mission Statement. Karen Klose serves as the associate vice president of Information Technology and supervises a staff of 28 professionals. The leadership and oversight of the unit is based on university goals and objectives determined in conjunction with the Information Technology Services Executive Board, the Information Technology Advisory Board (ITAB) and associated steering committees, and ITS staff members.

Computing and information services are utilized in every aspect of the SUNY Fredonia environment. The initial “visit” to SUNY Fredonia likely occurs through www.fredonia.edu, often leading to an on-campus visit. The virtual infrastructure and support provided and maintained by Information Technology Services allows high-speed and secure online services and transactions such as course registration and billing, FREDCard (campus ID card) transactions, access to library resources and course syllabi/content/discussion forums, communication via e-mail and social networking venues, and electronic door access to student living spaces as well as to academic and administrative buildings/offices. Student computer labs for instructional and general-use purposes, as well as multimedia rich classrooms and wireless network access, are considered important components of the technology infrastructure maintained by Information Technology Services.



Highlights

A summary of some of the highlights of the Information Technology Services unit include:

- Resolved data center power and environmental issues in partnership with Facilities Services personnel.
- Provided infrastructure and support to comply with N.Y. State Governor’s “Executive Order 3” requiring College Council meetings web-cast.
- Provided early morning (before class) access to printing services for students in the Media Center.
- Received an ANGEL “Impact Award” for the School of Music assessment in ANGEL with integration to the Banner Student Information system.
- Assisted University Advancement in converting its general ledger to Banner Finance, and in implementing the fund-raising “Campus Call” software.
- Assisted the Financial Aid Office in implementing Bill H.R. 2669-College Cost Reduction and Access Act (TEACH Grant/Loan) which provides grant money of up to \$4,000 per student. With the initial implementation, \$1,968,000 was made available to 495 students, with SUNY Fredonia being the first SUNY campus to implement the grant.

Student computer labs for instructional and general-use purposes, as well as multimedia rich classrooms and wireless network access, are considered important components of the technology infrastructure maintained by Information Technology Services.



In keeping with the SUNY Fredonia Vision, Information Technology Services (ITS) at SUNY Fredonia strives to serve the electronic information needs of the students, faculty, staff, administration, and all other SUNY Fredonia constituents in their fulfilling of the university's mission.

- Assisted the Financial Aid Office in implementing Bill H.R. 5715-Ensuring Continued Access to Student Loans Act of 2008. Three thousand eligible recipients were identified with close to \$6 million in loan funds provisioned.
- Designed and implemented network additions to accommodate camera security and electronic door access in academic buildings.
- Upgraded the ResNet data center core distribution in addition to upgrading network electronics in nine residence halls.
- Professional development efforts resulted in a staff member obtaining Microsoft Certified System Engineer certification and another staff member achieving Cisco Certified Network Associate (CCNA) certification leading to a designation of "Information Systems Security (INFOSEC) Professional."
- Troubleshoot and resolved a huge spam volume in early 2008 that overwhelmed our computing infrastructure and resulted in e-mail delivery delays of up to six hours for e-mail received from off campus. Swift intervention, round-the-clock attention, and early release of a new mail security product following substantial testing in partnership with the anti-virus vendor kept the e-mail platform available during the two-week disruption.

Planning Assumptions

Planning assumptions used in development of the Information Technology Services 2009-2010 budget include the following:

- Full funding for existing positions.
- Funding level remains flat.
- Capital funding for \$1.5 million technology infrastructure support to upgrade networks.

Operating Budget

The 2009-2010 state budget allows basic maintenance of the university's communications, business, and learning systems. This flat budget does not provide for necessary inflationary increases in hardware and network electronics maintenance or for the necessary increases in technology infrastructure. However a \$1.5 million capital fund investment in technology infrastructure will be completed during the 2009-2010 academic year, which will provide necessary upgrades in bandwidth, student computer labs and smart classrooms. Additional investment in technology funding is still required to provide advanced web-based communication and business applications to meet academic and administrative requirements.