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## Associate Vice President for Information Technology Services

### 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 Services 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:

- An “Information Management and Cyber Security Policy” and companion “Information Management and Security Procedural Document” were prepared by the Information Security Program Team with leadership from ITS and Internal Control. The policy document is available for reading and reference on the ITS, Information Security Program, and Human Resources policy web pages.
- A project management office, with the addition of a second project manager, was initiated with the intent to manage large ITS projects and all projects spanning more than one ITS unit. Project managers and project participants concluded 13 projects, including assisting University Advancement and Student Affairs with completion of various IT-related projects including a scholarship awards and accounting business process.
- A multi-layer defense against web phishing attacks was developed and implemented that included, 1) Detecting webmail phishing messages and preventing delivery of messages to intended recipients (more than



6,300 known addresses currently and growing daily), 2) Examining all outbound mail for addresses of known “reply-to addresses” used by webmail phishers and filtering these for deletion and, 3) Examining all e-mail outbound to the Internet for patterns that fit the initial password issued to Fredonia AD accounts. Messages are flagged and held for manual examination.

- Capital funding of \$2 million allowed the Data Communications staff to upgrade the network infrastructure in many ways with: a gigabit to the desktops in all academic buildings and in most administrative areas, 10 gigabit distribution to server switches and core buildings, network switch upgrades for secure management, and installation of a pair of large scale security appliances to provide increased firewall protection to accommodate increased Internet bandwidth and provide automatic failover in the event of hardware failure.
- The Programming Team completed the final phase of the VMS to Linux Banner conversion following a considerable investment of staff time over the entire year, with minimal impact to the campus.
- SUNY Fredonia received the fourth ANGEL Impact Award (the most awarded to any institution) for the College of Education Enterprise Data Management System.
- Data Communications and the Help Desk team assisted with the Maytum Hall move, concluding with minimal network connection inconveniences.



## Planning Assumptions

Planning assumptions used in development of the Information Technology Services 2010-2011 operating budget include the following:

- Full funding for existing positions.
- Funding level remains flat.
- Student Access to Computing Programs (SCAP) remains intact.

## Operating Budget

The 2010-2011 operating 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 necessary increases in technology infrastructure. Additional investment in technology funding is still required to provide advanced web-based communication and business applications to meet academic and administrative requirements.

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