

Administrative Efficiencies through Technology

Mission Study Taskforce Report

June 3, 2009

K-20 Enterprise E-mail Project (KEEP)

The K-20 Enterprise Email Project consists of five strategic technologies fully integrated components providing maximum benefit when implemented together. These consist of the following:

- Enterprise Managed Active Directory (AD)
- Enterprise Identity Management (IM)
- Enterprise Managed Email System
- Enterprise Managed Email Archiving System
- Enterprise Email Discovery/Disclosure Managed Service

Enterprise Service Desk Project

A Service Desk is an organizational and functional element that acts as the central point of contact for IT user's service requests. Those service requests can be for incident support, requests for fulfillment, access request, or just for information. The Service Desk is one of the primary tools used by information technology (IT) best practices to help IT manage user's needs more quickly and efficiently gaining greater user satisfaction while at the same time reducing organizational costs. Further, since it is a central contact point, the Service Desk helps IT to aggregate information so IT can make knowledgeable decisions about training needs, needed service enhancements, and even needed new services. Basically the Service Desk helps IT to assert more control over the environment to better serve its customers and users.

Standardized Network Hardware Appliances

Network hardware appliances (NHA) are configurable and intelligent commercial devices used to inter-connect computers on campus and to access networks to the Internet and to the K20 system. Network hardware appliances include such devices as: routers, switches,, concentrators, adapters, network cards, load balancers, and firewall appliances. These devices provide a full range of security capabilities as well as efficiently and reliably handle varying volumes of data and communications traffic between remote computers.

Our college enterprise today has a network security infrastructure that is less and less effective due to the wide variety of network appliances and their state of repair and maintenance at each of the colleges. This ineffectiveness, coupled with the spiraling costs of maintaining this array of security devices, is a drain on the system. Further, multiple college network security devices at the enterprise level can cause unintended

side effects leading to poor performance and forcing college security staff to turn off security functions to enable user traffic to flow properly. This is often because typical unified threat management devices are built by grafting various acquired security functions onto a legacy port-based firewalls running on PC-based hardware.

This proposal will create a unified network hardware appliance approach throughout the college system.

Database Consolidation and Administration

Colleges maintain and support a number of ad hoc databases systems, the majority of which are using Microsoft Database technologies. Databases are key components of software applications used by the colleges for a variety of administrative purposes. In most cases, each college application runs on its own database server and database utilization rates are low. Further, maintaining multiple databases systems increases complexity and reduces reliability and availability due to the costs of maintaining skills, staffing, and related resources (equipment and software upgrades) for maintaining multiple database systems.

Enterprise Server Hosting

Some of our Enterprise Servers used for CTC core application systems are currently hosted locally at the colleges rather than being centrally hosted. The college-hosted Enterprise Servers require the colleges not only to provide the local equipment but to also provide local experienced IT staff to operate, upgrade, and maintain their local Enterprise Servers. The lack of a central hosting methodology increases IT infrastructure and staff costs for the entire system.