

The University of Tennessee at Chattanooga Student Technology Fee Funding Request

Proposal

Beginning 2005-2006

Title: **Continue OneNet - Student Disk, Web, Email, Authentication, and Web Services (Novell Licenses)**

Unit Submitting Proposal: Enterprise Team, Systems and Networks, Information Technology Division

Briefly summarize the proposed project. The purpose of this proposal is to maintain the electronic services provided by the Student Disk Space Technology Fee project, called OneNet. This will continue support for the following services provided to all students through the OneNet portal and through various other protocols from on and off campus:

- Network File Storage (server disk space, My Files)
- Personal Web Pages (oneweb)
- Email
- People Directory
- UTCID Authentication (LDAP and Active Directory) services (used by Blackboard, Network Access, Library, Computer Labs, and other information services for a single login)
- Onenet.utc.edu web Portal services (web access to these technology services and to student information, e.g. My Grades, My Rap Sheet, etc.)

All services are available to students, faculty, and staff from on campus or from anywhere on the Internet. These services are licensed under the Novell Academic License Agreement (ALA) that provides highly cost effective access to this set of technologies. Additional services may be added, as staff time and server power permit that are available under this license agreement. The Novell ALA includes access to the powerful and award winning Novell Zenworks software for systems and workstation management. The ITD is currently undertaking implementation of Zenworks to improve the reliability and support for desktop computers, particularly computer labs, and servers.

Similar campus wide services have been deployed at the University of Kentucky, University of Louisville, and University of Georgia at Athens, among others.

This year we are adding encryption, Active Directory services, and an additional server for greater redundancy.

Next year, we expect to expand directory and authentication services to include applicants, alumni, and continuing education students and to add more details about the classification of persons. We expect to be adding Radius authentication to meet requirements for expanding the use of the UTCID single login. We also expect to review the web portal to make further improvements and to insure it is fully accessible.

Continuing support is also needed for renewal of commercial software tools used to automate the creation and maintenance of the user accounts and tools to help better manage and monitor these increasingly critical systems.

Identify the project goals and objectives. Briefly describe your goals and objectives. Include in the description how the outcomes of the project will improve teaching and learning. Indicate also the anticipated reach of your project. In other words, how many and what type of students will benefit from the successful execution of the proposed funding? How will they benefit?

OneNet provides the technology and information services listed above for all UTC students, faculty, and staff. The Novell ALA contract provides unlimited user licenses, faculty and staff are also be able to benefit from this renewal. UTC departments may also utilize these licenses at no further cost. Additional software services included in the Novell ALA may be added as staff time and server resources permit, such as discussion forums and news for student clubs and organizations, or other campus communities. Zenworks will be utilized to improve management of computer labs, personal workstations, and servers, which will free staff productivity for other projects to benefits everyone. Students and employees can access these services Internet connection across the world through the included web portal. For example, students no longer need to use floppy disks to transport files between lab, library, dorm, or home computers because their network disk storage will be available from any location.

All students can access their grades, RAP sheet, registration time, holds, and class schedule through the web portal. Starting this year, students will also be able to access their financial aid refund information, Tennessee Lottery Scholarship cumulative GPA, and a unofficial transcript. Tentative plans for next year include adding a web registration system.

Describe the method with which you will achieve your goals. Briefly describe your methodology. Include a calendar of target project dates. That is, when will the major steps in the project begin and end?

This next year we will maintain the current services, enhance the usefulness of the OneNet web site, and continue to maintain performance and enhance reliability. We monitor performance and install patches and updates released by Novell to maintain these systems at a high state of reliability and performance.

How will you evaluate the success of the project? Describe your evaluation criteria clearly. How will you determine whether the project is successful?

We use tools to monitor usage of these services on a daily basis. Through Onenet.utc.edu we solicit feedback and regularly review Help Desk requests regarding the services being offered to provide continuous improvements in these services. With the assistance of the UTC web committee, we will conduct focus groups to assess these services and to help plan further improvements.

Previous grant(s): If you received a Student Technology Fee grant last year, have you submitted your final report?

Yes.

Proposed location: Describe the proposed location of the equipment, software, etc.

All equipment pertaining to project is housed in the Hunter 124 Computer Room.

Requested Budget: Clearly identify one-time costs, such as equipment, shipping, and installation. Clearly identify recurring costs, such as maintenance and support, and the source of the funds to cover the recurring costs.

The renewal of the ALA contract is based on total (student and employee) F.T.E. The anticipated cost for this year will be \$78,000

Upgrading servers to handle increased use and maintain support: \$10,000.

Ongoing training of system administrators: \$5,000. Training is needed each year to improve operation of services, improve reliability, and learn to make use of new features to further enhance services.

Maintenance renewal of JRB Import Utility and Adrem Netcrunch system monitor. \$1,010

Systems staff time for this project is provided by the state E&G budget.

Summary of projected costs

Salaries (if any)	\$
Equipment (hardware and software)	\$ 10,000
Complete the following items as appropriate	
Installation	\$
Construction/renovation costs	\$
Annual maintenance/support costs	\$ 1,010
Training	\$ 5,000
Recurring costs per year	\$ 78,000
Total project one-time costs	\$
Estimated recurring costs per year	\$ 94,010

Identify the area(s) responsible for operating and maintaining the equipment.

Enterprise Team, Systems and Networks, Information Technology Division

Approval by Dean or Vice Chancellor: _____

Individual responsible to complete proposal if funded : Richard Gambrell

Priority established by Dean or Vice Chancellor: _____