

# The University of Tennessee at Chattanooga Student Technology Fee Funding Request

## Proposal

*Beginning 2004-2005*

Title: **OneNet Annual Renewal of Student Disk, Web, Email, Calendar, and Portal 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, which we now call OneNet. This would 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 (disk space); Personal Web Pages; Email; Campus Directory (LDAP/eGuide) services; and Web Portal services (the OneNet portal centralizes web access to technology services and student information, e.g. My Grades, My Rap Sheet, etc.)

All services are available to students 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 also includes access to the powerful and award winning Novell Zenworks software for systems and workstation management. The ITD is currently planning implementation of Zenworks to improve the reliability and support for desktop computers, particularly computer labs, and servers.

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

For the next year, we are proposing adding support for encryption, additional disk space is also being proposed to accommodate expected growth in disk usage. An additional server is anticipated for next year to maintain acceptable levels of performance (as more students utilize their accounts and students use accounts more vigorously). Support is also sought for renewal of commercial software tools used to automate the creation and maintenance of the 14,000 user accounts and tools to help better manage 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 centralized, secure and reliable server-based disk and web page storage, e-mail, and calendaring, directory, and web portal for all UTC students, faculty, and staff. Due to the unlimited user licenses provided by the Novell ALA contract, faculty and staff will also be able to benefit from this renewal. UTC departments may also utilize these licenses at no further cost for an additional benefit. Additional services 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, with these services already covered by the Novell ALA. 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 will be able to access their disk storage from any Internet connection. Students will 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. These services will be provided through the OneNet web portal so that students, faculty and staff will be able to easily get to the many services. We anticipate using OneNet to host additional web services for students, such as an enhanced application process, registration, online grade entry by faculty, etc.

Early in the Fall semester (before My RAP became available), the OneNet portal site saw over 200 active users logged in at any one time on a typical work day and it experiences approx. 22,000 access hits per day. One recent Sat. evening had over 50 active users. The OneNet systems have provided over 50GB of user data storage (many of us still need to migrate off of SRV1) and hold around 20GB of email (most email is downloaded, so not counted in this total). The Email systems handle over 30,000 messages a day, with at least half of that spam or viruses. The use of these systems continue to grow as students, staff, and faculty learn how to make use of them and as new services are added, they will continue to grow.

**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 largely maintain the current services, enhance the usefulness of the OneNet web site, and continue to maintain performance and enhance reliability. We continually monitor 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 will use many of the reporting tools (e.g. Zenworks) provided by the Novell ALA contract to monitor usage of these services on a daily basis. Through Portal services (onenet.utc.edu) we solicit feedback and also review Help Desk requests regarding the service being offered to students, faculty and staff to provide continuous improvements in these services.

**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 OneNet 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 (includes an additional amount to maintain portal services that we were getting for free).

Additional data storage to allow for increased use is estimated to be \$10,000.

Additional server hardware anticipated to be required in order to maintain acceptable level of service will be \$5,000.

Ongoing training of system administrators, for \$5,000, is needed to maintain operation of services, as well as to learn to use new features to enhance services.

Maintenance renewal of JRB Import Utility used to automate the user accounts is \$550.

Additional tool to manage the OneNet services, the Netware Control Center: \$111.00

**Summary of projected costs**

Salaries (if any)	\$
Equipment (hardware and software)	\$ 93,661
Complete the following items as appropriate	
Installation	\$
Construction/renovation costs	\$
Annual maintenance/support costs	\$ 78,550
Training	\$ 5,000
Recurring costs per year	\$ 83,550
<b>Total project one-time costs</b>	<b>\$ 98,661</b>
<b>Estimated recurring costs per year</b>	<b>\$ 93,600</b>

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: \_\_\_\_\_