

2005-6 Technology Fee Project Report

Novell Licenses/OneNet

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Brief Description of the Project

This project continues support for the following services provided to all students and employees through a web portal (and in other ways): Network file storage (disk space) and personal web page space, email (pop and imap) with anti-spam and anti-virus capabilities, and a campus web portal (<http://onenet.utc.edu/>). All services are available to students from campus or from anywhere on the Internet. Implementation of Zenworks continues in order to improve the reliability and support for desktop computers, particularly computer labs, and servers. 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. Similar services have been deployed at the University of Kentucky, University of Louisville, and University of Georgia at Athens, among others.

Project Status

The services have been functioning for over the past year. Additional features of these services have been deployed including a revised and enhanced intranet portal design and enhanced security. Approximately 16,000 accounts are maintained under OneNet.

Goals

The objective is to provide centralized, secure and reliable server-based disk and web page storage, e-mail for all UTC students, faculty, and staff. Due to the unlimited user licenses provided by the Novell ALA contract, faculty and staff are 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 with these services covered by the Novell ALA. Zenworks is being 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.

Methodology

The ITD Systems and Networks Enterprise Systems Team, lead jointly by Sandra Steakley and Tony Parsley, has primary reponsible for carrying out this project. The cooperation and support of Help Desk staff, the various computer lab staff, and other IT support staff on campus is critical to it's success. Deployment of the Zenworks compoent of the project is being done jointly by the Help Desk and the Enterprise Systems team

Evaluation

All services will be monitored by automated equipment 24 hours a day and we will respond to outages as promptly as practical. We make use of Novell support as warranted for problems with the software and continue to update and maintain the security of the services.

Feedback is continually solicited, from all users, and is routinely used to refine documentation, resolve problems, and insure the reliability of the service. We periodically review Help Desk calls and solicit feedback from students, faculty, and staff to see if there are other ways that these services can be improved or if there are patterns of problems that need attention.

Expenditures (E04-0156-001)

Tech Fee Budget	\$94,010
Spent	\$94,010
Remaining	\$0.00

Conclusion

OneNet services have been a major improvement the computing services offered previously. OneNet expands the available access to these services and is provided to all students and employees.