

**2008-09 Critical Functions Report -- Status Update  
Vice President/CIO**

1.	<b>Major Theme/Issue: Collaboration</b>				
<b>Objective: Create an environment that supports the full range of collaborative activities of U.Va. faculty and students</b>					
	<u>2008-09 Goals</u>	<u>Owner(s)</u>	<u>January 15, 2009 Status</u>	<u>July 15, 2009 Status</u>	<u>Comments</u>
1.1	We will continue to provide organizational support to foster cultures of collaboration within ITC and across Grounds.	James			
1.2	During AY2008, we will evaluate the successes and lessons learned from the Clemons Library fourth floor and virtual loadset pilot projects. We will determine what components of those pilots can be scaled and applied to other collaborative spaces.	Terry (and all)			
1.3	During the coming year, we will move UVaCollab into full production and will begin transitioning users from the Toolkit to UVaCollab. We anticipate running both systems through 2008/2009 academic year and retiring the Toolkit before the 2009/2010 academic year begins.	Tim			
1.4	Continue deployment of middleware infrastructure such as Active Directory, Shibboleth, Directory Services, PubCookie, and related technologies in support of collaboration and high-performance computing.	Jim			
1.5	We will implement a new and improved help desk structure supporting ISDS, ITC, and SSP. In the process, we will re-evaluate and clarify what we do and do not support. One of our current help desk challenges is that we tend to want to support everything. That is not possible and interferes with our ability to provide support for core systems in a timely fashion.	Terry			
1.6	We will build closer collaborations with select peer institutions around key initiatives. Currently, we are working with Michigan, Duke, Stanford, and Emory on issues of digital archiving and scholarly communication. These partnerships are likely to extend to relevant foundations (e.g., Mellon) and corporations (e.g., Apple Inc.).	James			
2.	<b>Major Theme/Issue: Access</b>				
<b>Objective: Create an environment of ubiquitous access to appropriate IT resources for all core activities.</b>					
2.1	Move the machine room project ahead on time. In addition, we are exploring interim machine room capacity with commercial providers in the area, both as a possible way of getting access to more fiber out of Charlottesville and as a possible solution to an acute shortage of machine room space/power.	Jim			

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2.2	We will continue membership in both Internet2 and NLR. We will continue to participate in Internet2 planning activities and will take a more active role in NLR through our membership in MATP. We will continue to pursue owned/controlled fiber as we still believe that institutions that have direct control over fiber assets will be insulated from the Internet2/NLR turmoil.	Jim			
2.3	In partnership with VP/CFO and the Provost, examine ways in which we can exploit the margins of our strategic investment in database services and database administration to support growing data management needs of research and teaching.	Don			
2.4	In collaboration with Library staff and Fedora Commons, we have designed and initiated the next phase of the AIS which is a project to create a Scholar's Repository and Institutional Repository based on Fedora. The first year of this multi-year effort will produce an initial but usable environment for the following two high-level use cases: 1) scholars creating, managing, and using digital content in their research and teaching (i.e., a Scholar's Repository), and 2) libraries creating, managing, preserving, and distributing digital collections (i.e., an Institutional Repository).	Tim (and Martha Sites)			
2.5	Continue to improve the performance and reliability of ISIS while collaborating with stakeholders on implementation of the Student System Project.	Don			
2.6	Continue to adapt infrastructure to support the wide range of mobile devices. Work this year will focus on re-engineering ITC Web sites to be compatible with mobile devices.	Mike			
2.7	Continuously assess the adequacy and reliability of core infrastructure services and take steps to increase reliability of central services where appropriate.	Jim			
2.8	Examine, prototype, and evaluate several middle-tier storage scenarios as part of the storage architecture work.	Jim			
2.9	Harden our virtualization infrastructure across two physical locations. This work should provide greater reliability for the growing number of virtualized services.	Jim			
2.10	Continue to enhance and integrate our emergency notification systems.	Jim			

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2.11	We are committed to retiring the mainframe once the new student system comes fully online and releasing the funds that maintain the mainframe back to the University. One of the challenges that we face is finding alternative ways to support key institutional services that are not related to the student system but that do reside on the mainframe. We have initiated a project to identify those other services and expect to move all non-student system related mainframe activities off of the mainframe by the end of this calendar year.	Don			
3.	<b>Major Theme/Issue: Alignment</b>				
	<b>Objective: Create new and more effective ways for faculty, students, and staff to participate as partners in creating the vision and ambition for technology-enabled teaching, learning, and research at U.Va.</b>				
3.1	Engage other VPs, deans, key members of faculty, and technologists in discussions of the challenges we face and the formation of plans to address those challenges.	James			
3.2	Work with the Provost to ensure that our IT plans are aligned with the academic mission of the University and that appropriate consideration is given to needs and resources.	James			
3.3	Establish programs that encourage and nurture experimentation with technology (e.g. student grant programs)	James			
3.4	Complete the communication funding model transition within Agency 207 and work with Agency 209 to determine whether the model fits their cost structures with possible transition during 2009/2010 fiscal year.	James, Mike, Susie			
3.5	Evaluate and enhance classroom technology support to ensure that it is available and functional when needed.	Terry			
3.6	We will continue to expand the opportunity for faculty, staff and students to learn about new technology and the impact it can have on teaching and research. In 2009, we will likely expand the New Horizons workshop to include a specific focus on advanced computing (a.k.a., cyberinfrastructure) in support of research and scholarship.	Terry (and Martha Sites)			
3.7	We will continue to improve performance of Exchange services and we anticipate growth in demand, particularly when the next iPhone and Mac OS 10.6 are released. As the demand for Exchange increases, we will examine the feasibility of supporting IMAP on the Exchange platform. We will also apply the lessons that we have learned from the rapid deployment to future service transitions.	Jim			
3.8	Finish migration of all student and alumni email to Google and Microsoft. Continue to look for other sourcing opportunities.	James, Mike			

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3.9	We will likely see more software acquisitions move in the same direction as the Microsoft Campus Agreement and will put increased attention into site licensing possibilities.	James, Mike			
3.10	Work to better leverage the joint reporting lines of ITC, ISDS, and (forthcoming) SSP. Ensure successful implementation and smooth transition of SSP to ISDS for the production phase. Leverage the alignment of all of these units with new reporting line to Provost.	James			
3.11	Continue to leverage the new delegated authority achieved through Restructuring and to meet all related performance commitments.	Shirley			
3.12	Work to secure external funding to support COFU priorities.	James (and Karin W.)			
3.13	Growth in the Computational Science and Digital Humanities initiatives to be measured by COFU metrics.	James			
4.	<b>Major Theme/Issue: Hardening and Securing Core Infrastructure Services</b>				
	<b>Objective: Ensure that the University's information technology systems and services address emerging risks of system compromise and data exposure while continuing to move the University toward its goals.</b>				
4.1	We will continue working with units to eliminate use of SSN except where required by law.	Shirley			
4.2	Continue building a more security risk-aware culture at the University by updating and enhancing the IT Security Risk Management program as it moves into its second cycle, conducting annual risk assessments for ITC using the program tools, and continuing enhancement of our security awareness and training program.	Shirley			
4.3	We will continue to strengthen the security of our networks. Specifically, Network Security hardware from Nitro Security is nearing production status and will first be used to provide additional security for the Student System Project and the More Secure Network. A Wireless LAN (WLAN) auto-setup tool that eases the complexity of configuring a secure WLAN connection has been developed and is presently in testing. The first stages on a new VPN infrastructure that enables users to access more simultaneous secure services is in production testing and should move to full production support.	Jim			
4.4	We expect to have the testing environment operational by Fall 2008. The first system to be tested will be NetBadge and its interface to the new Student System.	Don			

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4.5	Complete the projects associated with our 2 year infrastructure addendum request that began in 2007-08.	James, Mike, Jim			
4.6	We have already started Identity Proofing for the incoming class of new students. During FY 2008-09 we will work towards increasing the percentage of people at the university who have completed the whole process and set their security questions during the deployment of the next phase of NetBadge. We will also identify a long-term solution for Identity Proofing in the academic portions of the Health System.	Jim			
4.7	The enhanced identity proofing process that we use for Agency 207 is based on a federal standard that requires collection of a government-issued ID number. Going forward, a new State law will prohibit that practice by July 2009. If this law is not changed, U.Va. will be unable to continue participating in the federal government's formal e-Authentication Identity Federation Initiative, which will disadvantage certain students, faculty and staff. We will work proactively with government relations and General Counsel to modify and/or adapt to changing legal conditions.	Shirley			