



IT Work Programme 2010



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Approved by:

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Work Programme 2010 – Executive Summary

Our IT Strategy 2009-2013 identifies priority issues for service development, in 2010 we will focus on three primary areas from the strategy:

1. *Sustaining the IT infrastructure and IT performance*
2. *Enhancing the user experience and access to information*
3. *Growing eContent and data management capability*

Despite the reduced resources available for IT, we aim to maintain our quality of service and to deliver an IT environment which will support UCD in its collaboration and expansion initiatives. This will be achieved by leveraging our existing infrastructure, enhancing our UCD Connect portal and supplementing this environment with additional cost efficient services. Recent technology developments such as cloud computing infrastructure and external software services (e.g. education services from Microsoft, Google, Amazon and others) will play a major role in our developments.

Sustaining the IT Infrastructure and Performance

Continuing to deliver effective and highly available services is our primary goal. Both students and staff use IT seven days a week and depend on the service to support their work. We maintain service levels, by investing in the infrastructure, providing support services and ensuring that our users can make best use of the technology.

Key projects for 2010 include:

IT Service Awareness – continuing our programme from 2009 we will provide “hands-on” technology sessions and “health checks” for PCs, to maximise the effectiveness of IT.

Cloud Services & Technology – we will be initiating a number of projects in 2010 to develop the use of cloud services within our IT environment. The objective is to expand our range of services (in a cost effective way), and to integrate new services rapidly into our environment. New developments will include calendar services, compute nodes, and storage.

Campus Infrastructure – develop a programme to replenish and expand campus infrastructure to meet the growth profile over the next 3 years, including networks, data centre, storage and enterprise applications. Collaborate in the HE sector to optimise the infrastructure resources.

Identity Management & Federated Access – to support the effective delivery of services to our expanded user community we will implement an Identity Management Repository and provide federated access services in collaboration with HEAnet.

Enhancing User Experience and Access to IT

Making our applications and services more user friendly and easier to access through web and portal delivery will be achieved through a number of related projects. We will provide a more integrated and consistent customer experience, delivering additional collaborative and mobile services for users.



Key projects for 2010 include:

Access - Increase the number of University services, which are seamlessly accessible through UCD Connect, ensuring consistency in the appearance of these services.

Collaboration - Support UCD collaboration initiatives with appropriate IT services (Innovation Alliance, DRHEA etc.)

Learning System - Increase student interactivity and collaboration with upgrade to Blackboard 9 which has a new intuitive web 2.0 interface

Portal & Website - Implement a number of projects to achieve the objectives of the Teaching Learning & Academic Development Support Unit.

eMail - Improve Staff, Student and Alumni e-mail, including life-long email. Review our long term email delivery approach, including the use of external software services. Provide enhanced spam filtering through the IronPort implementation

Mobility – A specific project will expand services to mobile devices based on user demand.

Teaching Software - Improve the performance of graphically intensive applications for mobile users and improve access to applications in the open access labs.

Support - Sustain the current level of service, and improve through targeted service reviews. Implement a School Ambassador Service by nominating an ITS liaison for each School and communicate and manage this new model.

Growing e-Content and Data Management Capability

One of the major challenges for IT is to provide the software and data management capability to support the massively growing content and information base in UCD. In 2010 a number of projects will address this issue – providing infrastructure and software services.

Key projects for 2010 include:

Data Management - Create a Data Management Framework for the UCD Research community which will include a service list, case studies, internal and external infrastructure and software schematic.

Head of School Information – Continuing our 2009 project we will provide Head of School reporting for student information.

Storage - Implement storage and cloud services to provide for user demand and expansion.

Media Content - Investigate and pilot options for media content storage and management. Trial delivery options such as Blackboard, Web and iTunes U.

Grant Information - Rollout of Grant Registration & Reporting

Training - Provide development, training and advisory services on digital media content for teaching, learning and research.

PID	Project Description	PM	Sponsor
Sustaining the IT Infrastructure & Performance			
IT1	Service awareness – hands-on technology sessions and PC health checks	CA	CustSers
IT2	Develop cloud computing services within our IT environment (compute nodes & storage)	FC/DC	RSIT/Ops
IT3	Design & build new Data Centre	FC	RSIT
IT4	Implement Identity Management repository and federated access	BW	MgmtSers
IT5	Replenish and update systems, network architecture	DC	Ops
IT6	Provide DR services for critical systems	DC	Ops
IT7	Implement 24 x 7 service for Email & Portal	DC	Ops
Enhancing user experience and access to IT			
IT8	Increase number of services available seamlessly through Connect	BM	WebSers
IT9	Implement and improve Email and Calendar services	BM	WebSers
IT10	Introduce range of services supporting the Teaching Learning and Academic Development Web Presence	BM	WebSers
IT11	Blackboard V9 upgrade	GD	T&L
IT12	Improve access and performance of Software Apps for mobile users and labs	GD	T&L
IT13	Anti-SPAM service enhancement (Ironport)	DC	Ops
IT14	Implement School Ambassador Service and implement targeted service reviews	CA	CustSers
IT15	Enhancements to the student system functionality to include changes in registration and assessment processes	BOC	MgmtSers
IT16	Migration of Novell based storage	BM	WebSers
IT17	Improve mobility access to students (IT9, IT11, IT12)	All	All
Growing e-Content & Data Management Capability			
IT18	Implement storage solution in collaboration with HE partners	FC	RSIT
IT19	Create data management framework for Research community	FC	RSIT
IT20	Development/training/advise on digital media content for Teaching & Learning	HG	MedSers
IT21	Investigate and pilot options for the management of Media Content	GD	T&L
IT22	Management Reporting of Student Information	MMcD	MgmtSers



IT Work Programme Details



IT1	Service Awareness – Hand-on Technology & PC Health Checks
Project Description	<p>This is a continuation of the service awareness project which commenced in 2009. It involves one to one meetings with senior IT Services and Customer Services staff & College VP's and Heads of School.</p> <p>The aim of the project is to promote awareness of all IT Services.</p> <p>Parallel to these meetings taking place, Health Checks will be carried out on all staff and PG machines.</p>
Project Milestones:	
Jan – Mar Q1	<p>Present review of EMPS Service Awareness project, which completed in late 2009, to EMPS senior management.</p> <p>Run IT Information tour in EMPS as agreed</p> <p>Continue with College of Business and Law Service Awareness review which commenced in November 2009.</p>
Apr – Jun Q2	Review College of Business and Law project, prepare report and present findings to senior management
Jul – Sep Q3	Run E-vent for EMPS and Business and Law
Oct – Dec Q4	Commence service awareness meetings with next agreed College
Project Manager	Ciara Acton
Team Leader (TL) and Project Team	Caroline Hackman, Eoghan Nugent, Marta Borelli
Other Resources	IT Support resources to provide Health Checks
Funding	None required at present



IT2	Develop Cloud Computing Services within our IT environment (Compute nodes & Storage)
Project Description	<p>This project will build on the Cloud Computing trial we have been running in 2009. We will continue to use our research grant from Amazon Web Services to develop our cloud presence and begin to integrate this with new cloud middleware from e.g. Eucalyptus, Rightscale and Canonical.</p> <p>We will then leverage our existing expertise in mass data storage and vmware and use the above middleware to front a hybrid UCD / Amazon cloud.</p> <p>We will work with trial customers to provide real cloud solutions for their research.</p>
Project Milestones:	
Jan – Mar Q1	Complete initial testing of individual technologies: VM Sphere, Amazon VPC, Canonical UEC etc
Apr – Jun Q2	Complete testing of integrated (incl. storage) public / private (community) cloud.
Jul – Sep Q3	Live pilot of UCD Cloud to include HPC, Storage & Virtual Servers Services
Oct – Dec Q4	Migration of existing internally hosted services to cloud. Pilot with external collaborators.
Project Manager	Ruth Lynch
Team Leader (TL) and Project Team	Research IT, Technology Management
Other Resources	External consultants, Cloud vendors, middleware providers, existing cloud users, Higher Education community including UCD Research customers
Funding	Architecture, Research IT, budget



IT3	Design and build new Data Centre
Project Description	This project is a multi annual project to build a new data hosting facility on the Belfield campus; it is expected to be completed in mid 2011. In 2006 we completed a half Megawatt facility in the UCD Daedalus building, this data centre is now at capacity. The new facility will be approximately two Megawatts in size which will meet the hosting requirements of UCD and our partners for the foreseeable future.
Project Milestones:	
Jan – June Q1& Q2	Finalise contracts, design, programme, costs, internal & external team and site issues.
Jul – Dec Q3 & Q4	Begin site preparation works. Begin build to complete in 2011.
Project Manager	Tom Cannon
Team Leader (TL) and Project Team	Shaun Kennedy, Fred Clarke, David Coughlan, UCD Buildings, Technology Management
Other Resources	Eircom design & build team, External data centre consultant, HEANet, Solicitors
Funding	To be determined



IT4	Implement Identity Management Repository & Federated Access
Project Description	<p>Build a centralised Identity Management Repository that will support automated provisioning of user accounts and access to services in the future.</p> <p>This is being addressed as a Programme of work which includes the following projects:</p> <ol style="list-style-type: none"> 1) Refactoring the Novell ID Vault 2) Building LDAP connectors 3) Creating a UCD Person Database 4) Building database connectors 5) Integration of the ID Repository components 6) Provisioning of email and Connect accounts for staff 7) Delivering a Federation Gateway for federated access
Project Milestones:	
Jan – Mar Q1	<ol style="list-style-type: none"> 1) Design the architecture for the Novell ID Vault 3) Define and design the schema for the UCD Person Database. 6) Initiate project group on provisioning of staff email and Connect accounts 7) Deploy Shibboleth server to support federated access
Apr – Jun Q2	<ol style="list-style-type: none"> 1) Deploy the Novell ID Vault solution. 2) Build the LDAP connectors. 3) Build the UCD Person Database component. 4) Initial build of database connectors. 5) Define the approach for integrating the UCD Person Database and ID Vault components. 6) Prepare project plan and scope policy required for change to provisioning of staff email and Connect accounts 7) Review solution for federation gateway
Jul – Sep Q3	<ol style="list-style-type: none"> 4) Further build of database connectors. 5) Develop pilot solution to integrate the ID Repository components. 6) Update relevant account sponsors or owners on provisioning of email and Connect accounts
Oct – Dec Q4	<ol style="list-style-type: none"> 5) Complete the integration of the ID Repository components.
Programme Manager	Bridín Walsh



IT4 (continued)	Implement Identity Management Repository & Federated Access
Project Managers	Refactoring the Novell ID Vault – Steve Hurrell Building LDAP connectors – Matthew Hynes Creating a UCD Person Database – Brídín Walsh Building database connectors – Brídín Walsh Integration of the ID Repository components – Steve Hurrell/Brídín Walsh Provisioning of email and Connect accounts for staff – Eoghan Nugent Delivering a Federation Gateway for federated access – John Curran
Project Team	Project teams will be established for each of the above projects. The IDM Implementation Group will include the following people: Brídín Walsh, IDM Programme Manager John Curran, IDM Technical Architect Steve Hurrell Denis Patterson Matthew Hynes Eoin Hanratty David Coughlan Ciara Acton Eoghan Nugent Cormac Shaw Paul Kennedy Mark Lande
Other Resources	External resources are required to assist with systems and directory integration
Funding	Admin IT Systems Upgrade budget



IT5	Replenish & update systems, network architecture
Project Description	Replacement of End of Life Equipment, Upgrade backbone connectivity Streamline existing services and trial / roll out additional ones.
Project Milestones:	
Jan – June Q1& Q2	Replacement of EoL Equipment: (260K) 10G upgrade to Server Pod (50K) Review iSCSI capability / upgrade as necessary (40K) Roll out eduroam service inc Radius level blacklist: (5K) Enable 802.11a on compatible AP's (5K) Trial and implement captive portal / self registration (5K)* Review load balancing on existing proxy service. Science Development Planning
Jul – Dec Q3 & Q4	Replacement of EoL Equipment: (260K) Roll out eduroam service inc Radius level blacklist: Enable 802.11a on compatible AP's (5K) Implement DHCP Snooping in Labs / remove Proxy requirement(0K)* Roebuck Residences commission Charles Institute commission ACE / FWSM Capacity review / upgrade (20K)
Project Manager	Shaun Kennedy
Team Leader (TL) and Project Team	David Coughlan, Technology Management
Other Resources	Niall O'Reilly, Fergal Suipeil, Buildings & Services
Funding	Estimated Funding of 650K comprised 500K capital request and 150K network in revenue budget.



IT6	Provide DR services for Critical Systems
Project Description	Provide DR facilities for all critical IT infrastructure
Project Milestones:	
Jan – Mar Q1	Complete DR Plan for all Business Systems Complete DR Plan for Blackboard Version 9 Review DR architecture for other critical systems
Apr – Jun Q2	Upgrade Storage and merge Business Systems storage with Main Storage. Move relevant systems from Computer Centre to Daedalus Review Blackboard DR Plan
Jul – Sep Q3	Migrate data from old EVA to new Storage Address any deficiencies for other critical systems Upgrade Blackboard DR environment to ensure up to date
Oct – Dec Q4	Review
Project Manager	David Coughlan
Project Managers	Steve Hurrell, Paul Kennedy, HP, Tom Cannon, Genevieve Dalton
Project Team	NOS, Paul Kennedy, Eoin Hanratty
Other Resources	HP
Funding	



IT7	Implement 24 * 7 service for Email and Portal
Project Description	Migrate Portal and email services to 24hr HP Managed Services
Project Milestones:	
Jan – Mar Q1	Install Monitoring s/w Implement network changes Manage HP transition plan Manage and define customer interface with HP Parallel run with HP from end of January
Apr – Jun Q2	1 st April, HP take over day-to-day running of email and Portal systems Manage new service Parallel run with HP until end of April
Jul – Sep Q3	Manage new service
Oct – Dec Q4	Review
Project Manager	David Coughlan
Project Managers	Ciara Action, Brian Morrissey, Steve Hurrell, Paul Barry, Denis Patterson
Project Team	Steve Hurrell, Paul Barry, Denis Patterson
Other Resources	
Funding	



IT8	Increase the number of services available through UCD Connect.
Project Description	Increase the number of University services seamlessly available through UCD Connect, ensuring consistency of appearance.
Project Milestones:	
Jan – Mar Q1	Assess customer requirements to provide channels for collaboration, polling and other services. Provide single sign-on (SSO) to a range of web-enabled services.
Apr – Jun Q2	Test SSO to the range of services and implement.
Jul – Sep Q3	Assess new requirements for services accessible through Connect.
Oct – Dec Q4	Continue to introduce new services. Plan for the development. Testing, integration and deployment of the next generation of UCD Connect service in 2011.
Project Manager	Brian Morrissey
Team Leader (TL) and Project Team	Peter McKiernan, Matthew Hynes and Web Services team
Other Resources	Consultancy assistance up to 12 days
Funding	None anticipated



IT9	Implement improved Calendar and E-mail services.
Project Description	Provide customers with a calendaring service featuring extended functionality and greater ease of use, together with an improved e-mail service for staff, students and Alumni.
Project Milestones:	
Jan – Mar Q1	Finalise support arrangements. Implement Google calendar icon in UCD Connect – providing for single sign-on. Implement ‘day view’ channel in Connect using Google calendar. Upgrade e-mail service. Install and test Sun Convergence mail client. Transition production service to use Convergence.
Apr – Jun Q2	Notify all calendar users of the removal of the ‘old’ calendar. Remove ‘old’ calendar from service. Assess e-mail service offerings from main service providers and make recommendations as to future provision of e-mail.
Jul – Sep Q3	Progress recommendations where appropriate.
Project Manager	Brian Morrissey
Team Leader (TL) and Project Team	Matthew Hynes and Web Services team
Other Resources	Consultancy assistance up to 12 days
Funding	IT Architecture, Web Services, budget



IT10	Introduce a range of services supporting the Teaching, Learning & Academic Development web presence.
Project Description	Bring a number of services together under a TLAD presence within UCD Connect and the redesigned website using the CMS.
Project Milestones:	
Jan – Mar Q1	Assess adoption level of new tab. Work with TLAD to introduce new services. Provide access to the Module Evaluation service.
Apr – Jun Q2	Test and implement new services.
Jul – Sep Q3	Continue to develop services for delivery through Connect.
Oct – Dec Q4	Continue to develop services for delivery through Connect.
Project Manager	Peter McKiernan
Team Leader (TL) and Project Team	Peter McKiernan and Web Services team
Other Resources	Consultancy assistance up to 12 days
Funding	None anticipated

IT11	Blackboard V9 Upgrade
Project Description	Blackboard 9 is the latest release of the Academic Suite and it builds on the student engagement tools in earlier releases, improves the performance of the software, enhances the entire user interface to make it easier to use with drag and drop simplicity, context sensitive menus, and brings new features such as extended group tools, multiple attempt assignments, new instructor and student notification dashboards, and a new blog tool.
Project Milestones:	
Jan – Mar Q1	ASP to create UCD Blackboard V9 test environment. Perform functionality and integration testing. Verify with ASP current BB environment is sufficient for V9 upgrade and future load.
Apr – Jun Q2	Decide on upgrade date in consultation with stakeholders and communicate to relevant parties. ASP to create UCD Blackboard V9 staging environment. Schedule Disaster Recovery test prior to upgrade. Create new documentation (what's new, etc.) and training material (f2f and online) for upgrade.
Jul – Sep Q3	Perform upgrade and test following upgrade. Provide end user staff training on new v9 interface.
Oct – Dec Q4	Provide ongoing support for new version.
Project Manager	Genevieve Dalton
Team Leader (TL) and Project Team	Eoin Hanratty, Garrett Coghlan, Brendan Dixon
Other Resources	David Coghlan
Funding	None



<p>IT12</p>	<p>Improve Access and performance of Software Apps for Mobile users and Labs</p>
<p>Project Description</p>	<ol style="list-style-type: none"> 1. XenApp (formerly Citrix Presentation Server) is part of the underlying technology in Software for U. Upgrade from v4 to v5 will improve the performance of graphic application. 2. Software for U currently is used for ad-hoc use by mobile users, pilot for teaching use in labs. 3. Investigate potential use of Cloud using Appportal for application delivery to labs.
<p>Project Milestones:</p>	
<p>Jan – Mar Q1</p>	<ol style="list-style-type: none"> 1. Identify 2 labs to pilot Software for U for teaching in semester 2. Change NAL setup to prevent NAL access to Software for U apps in these labs. Communicated change to academics who have booked these labs for Semester 2 and provide Software for U training to these instructors. 2. Create XenApp V5 in test environment 3. Create Appportal conference room pilot environment and demo to HOS. Confirm licensing requirements.
<p>Apr – Jun Q2</p>	<ol style="list-style-type: none"> 1. Gather feedback from staff and students who used Software for U in these labs for teaching. 2. Test sequenced apps under XenApp V5 3. Depending on Appportal licensing req. pilot in a lab
<p>Jul – Sep Q3</p>	<ol style="list-style-type: none"> 1. Depending on feedback, make a decision on whether to move to Software for U for teaching apps in labs. If it is decided to do this, make available in all labs and re-sequence remaining apps in NAL to use in Software for U. 2. Upgrade to XenApp 5 in live Software for U environment 3. If live implementation of app delivery via the cloud is a possibility, investigate procurement options.
<p>Oct – Dec Q4</p>	<ol style="list-style-type: none"> 1 Monitor and support use of Software for U in labs (if it is implemented). 2. Roll out more apps on Software for U in labs and retire from NAL 3. Possibly run procurement process for Appportal
<p>Project Manager</p>	<p>Genevieve Dalton</p>



IT12 (continued)	Improve Access and performance of Software Apps for Mobile users and Labs
Team Leader (TL) and Project Team	Eoin Hanratty, Nicola Carrigan, Clare Gill
Other Resources	1. Eoin Wickham 2. Eoin Nugent, Nigel Whelan/Richard Kirkwood
Funding	IT Architecture, T&L, Budget



IT13	IronPort Implementation
Project Description	Improve Mail architecture using the Ironport Infrastructure devices
Project Milestones:	
Jan – Mar Q1	Complete plan for Ironport implementation Implement to reduce SPAM only
Apr – Jun Q2	Implement to perform anti-virus
Jul – Sep Q3	Assess requirements for Puremessage
Oct – Dec Q4	Review
Programme Manager	David Coughlan
Project Managers	Ciara Acton, Brian Morrissey, Denis Patterson
Project Team	Unix
Other Resources	HP
Funding	



IT14	Implement School Ambassador Service and implement targeted service reviews
Project Description	<p>One key recommendation from the College Liaison review process 2009 is to put in place an IT Services School Ambassador Programme aimed at providing a higher level of service for our customers and greater client interaction and advocacy.</p> <p>The purpose of the School IT Ambassador Programme is to ensure excellent communications between IT Services and the 35 schools in UCD and to maintain a high level of departmental service and satisfaction. School ambassadors will provide information about IT Services to University customers and bring back information about customer's needs and issues to us in return.</p> <p>One of the aims to this approach is that by gaining deeper familiarity with clients, ambassadors will uncover problems that aren't currently identified through existing channels</p>
Project Milestones:	
Jan – Mar Q1	<p>Produce “School Ambassador Service” project proposal. Agree with SMT in IT Services</p> <p>Commence pilot service with 1-2 School's</p>
Apr – Jun Q2	Review pilot phase of Project both internally and with the selected school's
Jul – Sep Q3	If pilot phase deemed successful, communicate service and roll out to a further number of agreed school's
Oct – Dec Q4	Continue roll out of service to all School's
Project Manager	Ciara Acton
Team Leader (TL) and Project Team	Caroline Hackman, Eoghan Nugent, Marta Borelli
Other Resources	Approx. 20 resources will be required to provide this service to all UCD schools. This needs to be a cross sectional IT Services project
Funding	None required at present

IT15	Enhancements to the student system functionality to include changes in registration and assessment processes
Project Description	<p>A number of necessary enhancements are required to allow registration and assessment processes to run successfully in 2010. In addition to allow for the continued support of our current student system there is a requirement to upgrade to a more current version of the Banner software. The enhancements will include:</p> <ul style="list-style-type: none"> • Changes to Registration to allow applicants who have chosen DN012 (Level 8 Arts) and who have indicated a two-subject preference, to be registered automatically to those subjects. • Changes to Assessment's GPA calculations to take account of the new condonation policy, the degree applied indicator and the engineering rule.
Project Milestones:	
Jan – Mar Q1	Specification of requirements for changes to Registration and Assessment by end March 2009
Apr – Jun Q2	Development and testing to be completed by end June 2009
Jul – Sep Q3	Planning phase of banner upgrade
Oct – Dec Q4	Implementation phase of banner upgrade to be completed by March 2011
Project Manager	Bronwyn O'Callaghan
Team Leader (TL) and Project Team	Derek Nolan Paul Kennedy Members of the technical team and MIS team
Other Resources	UCD Registry staff
Funding	Admin IT Systems Upgrade budget



IT16	Migration of Novell based personal storage to Connect Files.
Project Description	Promote and support the use of Connect Files to provide a replacement for Novell for personal file storage.
Project Milestones:	
Jan – Mar Q1	Establish methodology for the migration and the deployment of Xythos Drive. Set up a support structure including a Connect Files landing page to hold all the information that already exists together with the new 'migration' material. Establish metrics to monitor the migration progress.
Apr – Jun Q2	Provide assistance to customers to move their material. Provide general support through the Helpdesk and IT Centres. Plan for new academic year.
Jul – Sep Q3	Continue to assist customers in transitioning to Connect Files.
Oct – Dec Q4	Continue to assist customers in transitioning to Connect Files.
Project Manager	Brian Morrissey
Team Leader (TL) and Project Team	Matthew Hynes and Web Services team
Other Resources	Consultancy assistance up to 12 days
Funding	IT Architecture, Web Services, budget



IT17	Improve Mobility Access to Students
Project Description	There are three projects in the work programme which include aspects of increased mobility for students (IT9, IT11 and IT12). This project is an overall project to maintain and record progress in this area.
Project Milestones:	
Jan – Mar Q1	Monitor progress of relevant projects and report accordingly
Apr – Jun Q2	Monitor progress of relevant projects and report accordingly
Jul – Sep Q3	Monitor progress of relevant projects and report accordingly
Oct – Dec Q4	Monitor progress of relevant projects and report accordingly
Programme Manager	Chair of Heads of Service Meeting
Project Managers	Brian Morrissey Genevieve Dalton Bronwyn O'Callaghan
Project Team	As above
Other Resources	
Funding	



IT18	Implement storage solution in collaboration with HE partners
Project Description	<p>This project will use resources provided by the Irish Higher Community and service providers to continue to address mass data storage for the UCD research community.</p> <p>We will concentrate on storage, network and federated access resources to achieve this. We will continue to review national developments in this area.</p>
Project Milestones:	
Jan – Dec Q1- Q4	<p>Complete connection between ICHEC compute resources and e-Inis storage.</p> <p>Ensure Conway Institute Loftus Group are successfully connected to e-Inis storage.</p> <p>Review e-Inis Nexsan storage.</p> <p>Contribute to HEANet mass storage initiative.</p> <p>Leverage TCD TCHPC group expertise on gpfs parallel file system.</p>
Project Manager	Fred Clarke
Team Leader (TL) and Project Team	Research IT, Technology Management
Other Resources	HEANet, e-Inis, ICHEC, TCHPC
Funding	Architecture, Research IT, budget



IT19	Create Data Management framework for Research community
Project Description	<p>Research data continues to grow in size and complexity and each research group has its own unique requirements. A data management framework is the best way to provide a solution in this area.</p> <p>We will look to see what resources are available within UCD and the Irish Higher Education community to address this issue, we will also look at what other organisations/Universities are doing and what Industry Frameworks / guidelines are available.</p> <p>We will work with several example research groups to assist their data management efforts.</p>
Project Milestones:	
Jan – Mar Q1	Review UCD resources, Industry frameworks, UCD research projects, Irish Higher education resources and external University projects
Apr – Dec Q2 – Q4	Create Data Management resource diagram and provide sample data management application. Work with Research sample research groups on data management.
Project Manager	Fred Clarke
Team Leader (TL) and Project Team	Research IT, Technology Management
Other Resources	UCD research groups, e-Inis, HEANet
Funding	Architecture, Research IT, budget



IT20	Development/training/advise on Digital Media Content for T&L
Project Description	<p>Development of Digital Media Content for Teaching, Learning and Research.</p> <p>Training courses and workshops to assist staff in the production of Digital Media Content.</p> <p>Advise and support to staff on the effective integration of Digital Media Content and Educational Technology into teaching and learning programmes.</p>
Project Milestones:	
Jan – Mar Q1	Design of various priority projects.
Apr – Jun Q2	Development of various priority projects.
Jul – Sep Q3	Roll out of various priority projects.
Oct – Dec Q4	Review of various priority projects.
Project Manager	Helen Guerin
Team Leader (TL) and Project Team	Niall Watts, Brian Kelly, Vincent Hoban, Ken Doyle, John Matthews, Sean O'Domhnaill.
Other Resources	Ellie McKeown
Funding	None



IT21	Investigate & pilot options for the Management of Media Content
Project Description	The is a growing amount of media content being developed for the T&L community and as a result there is a requirement for this media to be hosted and managed. Investigate the options to provide this service either on an institutional or sectoral basis.
Project Milestones:	
Jan – Mar Q1	Meet with HEAnet to discuss requirements for sector based solution.
Apr – Jun Q2	Work with HEAnet on pilot of possible sector based solution.
Jul – Sep Q3	Work with HEAnet on pilot of possible sector based solution.
Oct – Dec Q4	Evaluate HEAnets sector based solution.
Project Manager	Genevieve Dalton
Team Leader (TL) and Project Team	Eoin Hanratty, Brendan Dixon, Garrett Coghlan
Other Resources	HEAnet
Funding	None



IT22	Management Reporting of Student Information
Project Description	<p>Project initiated by the Registrar under the Student Data Reporting Steering Group in 2009. Objectives are:</p> <p>Creation of a unified data warehouse comprising of student information in the targeted areas of programme registrations, module registrations and fees information, with the ability to snap shot this data on agreed census dates.</p> <p>Improve the consistency and accuracy of student information available to management in the targeted areas.</p> <p>Enhance the ability for ad-hoc data analysis by the Director of Institutional Research, Registry and others.</p>
Project Milestones:	
Jan – Mar Q1	Unified data warehouse implemented Data definitions defined by business areas
Apr – Jun Q2	Initial InfoView Universe Built Initial Dashboard Reports Built in Targeted Areas Phase 1 - Information Rollout
Jul – Sep Q3	Further Phases
Oct – Dec Q4	Further Phases
Project Manager	Joyce Downey (In Maria McDonald's absence)
Team Leader (TL) and Project Team	Joyce Downey Frank Desmond Maura McGinn (Institutional Research) MIS Team Member (x1)
Other Resources	UCD Registry Staff External Resources Required: Data Warehouse Expert Oracle Streams Expert (Potential)
Funding	Admin IT Systems Upgrade budget

Operational Projects

Web Services

- Upgrade to next version of CMS bringing significant customer benefits.
- Intranet Rollout – using established exemplar sites to demonstrate the potential of the Intranet. Provide for ‘deep linking’ into shared storage areas using Connect Files.
- Continue Content Management System roll-out.
- Assessment of Web 2.0 technology and requirements fit.
- Deliver solutions to requirements and issues raised in customer focus group series.
- Implementation of emergency website for UCD.

Research Services

- Cluster development –
 - Phaeton HPC cluster e.g. Matlab Install & communicate.
 - Further communicate UCD on ICHEC Stokes especially around lite users
- Collaboration services
 - Desktop & Fixed Video Conf
 - Desktop Collaborative s/w e.g. dimdim, HEANet solution etc
 - Desktop visualisation – desktop visualisation and commodity 3d cameras
- Communications & Training – Training for Security, ICHEC & Gaussian
- Consultancy – Continue to support research groups on specific projects
- Networks & Security – to include Research project on 10Gb

Customer Services

- eVents to showcase all services
- Start of term project
- Support knowledge base review
- Open Access Labs Upgrade Programme
- Open Access Labs Build Review (Windows 7 and IE 9)
- Staff PC/Laptop Tender
- Management of day to day services
- Evaluate Desktop/Laptop Remote Control Support Tools
- Staff Printing – investigate options

Teaching and Learning Services

- Continue restructuring of T&L website following on from Software Applications update.
- Pilot a mobile lecture capture service.
- Pilot a mobile phone classroom polling service.
- Implement Blackboard content delivery to mobile phones.
- Implement Software for U content delivery to mobile phones.

Media Services

- Digital media content development projects
- Delivery of live lectures for the Certificate in Safety & Health Programme and others as requested
- Continued development of the UCD Online Image Catalogue
- Design & implement a show case area for developed digital media content in use in UCD



Operations

Networks Team

- ACL Cleanup
- Identification of single points of failure
- Wireless Management
- Server move behind Firewalls
- Review ESX Trunks
- Routine Upgrades
- New Buildings
- Server/AP Replacements

NOS Team

- Migration from Novel
- Server replacement
- Identification of single points of failure
- Zenworks Virtualisation test
- Vmware Upgrade
- Server move behind Firewalls
- Server Review and consolidation
- Microsoft Windows Server Upgrade for AD Servers
- Review ESX Trunks

UNIX Team

- Server replacement
- DR Review
- Identification of single points of failure
- Solaris Virtualisation Implementation
- Migration of Connect test environments to Virtual
- Server move behind Firewalls
- DNS and DHCP Review
- Proxy review (Remove from LABS, Load Balance etc)

IT Security

- Information Security Awareness Programme
- Communications Plan/Training
- IDM
- Federated Access
- Encryption

Data Centre Operations

- Build of new Data Centre
- AC Replacement in CC

Management Services

Projects for Finance

- Completion of the Rollout of eProcurement
- Enhancement of DBArchive
- Invoice Management

Projects for UCD Research

- Grant Registration Rollout
- Research Proposals



Projects for UCD HR

- Core Upgrade 2010
- Rollout of Core Portal including Online Timesheets
- Employee Absence Management

Projects for UCD Registry

- Modular Fees
- Fee & Fee Query Holds
- Collaborative Programmes – New Upload Facility
- Bulk Production of Transcripts
- Graduate Research Transcript
- Thesis Management

Projects to enhance Management Information

- Development of a Unified Datawarehouse
- Information for School / Unit Management- Student & Research Information

Other Projects

- Accommodation – enhancement
- Raiser's Edge integration
- ID Card software upgrade
- Student Advisors – track activity

IT Administration, Communications & Training

IT Administration

- Finance – prepare budget estimates, control expenditure on IT Services budgets, manage and authorise IT Services purchase order processing activities.
- eProcurement – monitor IT Services purchases and ensure that these comply with UCD's purchasing policy and public procurement regulations.
- HR – record staff absences in accordance with policy. Provide staff planning and recruitment support to management.
- Committee administration – prepare and disseminate agendas, minutes and other documentation for IT Steering Groups and ensure the implementation of decisions
- Complaint handling – monitor complaints from stakeholders and ensure cooperative strategies are in place for complaint resolution.

Communications

- Perform strategic review of our Communications content/ channels and timing.
- Develop annual communications content and delivery (Presidents report, Start of Term, etc.).
- Development of short videos for communication and support requirements.

Training

- Deliver training courses which meet the needs of the UCD Community:
 - Microsoft Office 2007
 - Microsoft Access & Project
 - Digital Media Courses
 - ELearning (Blackboard)
 - Courses on IT Security
 - Research IT Technology Courses
 - System Training (Admin systems, CMS, Connect, etc.)