Not too long ago, the Division of Information Technology (DIT) embarked on a journey to improve the quality of technology and technical services on campus. To bring about long lasting changes, we initiated a three year IT Strategic Transformation Roadmap with a vision to make Bowie State University (BSU) technology always operational and available and a goal to provide a stable, reliable and robust information system platform. We are now entering the final year of this Roadmap, and we have already seen vast improvements in the stability, connectivity and reliability of our IT infrastructure!

Over the past two years, the level of connectivity and reliability of our core infrastructure has improved to 99.9%. As we continue the planned work throughout 2016, we are aware there is still much more to be done. We want to ensure all facets of BSU are successful as we continue to work together to make BSU the best comprehensive university. To contribute in this vision, DIT must partner with each department to advance the level of technology and technical services required and to ensure DIT is a facilitator to the growth of BSU.
Information Security Update

Information security and the possibility of an attack against BSU data and information systems are an ongoing concern and pose a significant security risk. Cyber criminals have attacked hospitals, restaurants and even police stations, and have encrypted the organizations data and demanded ransom for their data. The threat is very real, and we must ensure BSU remains in a position to sustain the confidentiality, integrity and availability of our data. To accomplish this, we continue to recommend measures that include conforming to USM, state, federal and other authoritative agency suggestions, policies and best practices.

Our ongoing goal is to build a strong IT security posture to enable data resilience and our IT security structure. To accomplish this, the DIT Enterprise IT Security Team continues to work to increase the security consciousness of all users by providing ongoing security web training, focused presentations, and constantly reviewing our processes to ensure the campus community operates in a safe, secure and operationally trustworthy environment.

BSU is scheduled for an IT Audit from the Maryland Office of Legislative Audit which can occur at any time in the coming year. DIT will continue to update specific procedures and policies, and continue working to complete many remaining projects to ensure security compliance. These projects include but are not limited to, completing a required risk assessment, implementing security programs and policies, overseeing administrative changes, verifying all BSU computer workstations are operating on the BSU Campus network, providing ongoing security training, and other requirements.

We want to thank the user community in advance for their supportive assistance in ensuring BSU has a successful audit and for working with DIT to accomplish this goal!

DIT Information

To ensure we keep the campus community abreast of the many advancements related to technology, telecommunications and our information infrastructure, DIT held its first Information Sharing session on February 25, 2016. During this meeting, DIT informed attendees about the BullDogAir secured wireless network, that Helpdesk support had a record low of less than 20 open tickets, and reminded the campus community about specific tools at their disposal that can increase efficiency and effectiveness. This included using the password reset portal, access to Microsoft Office 2016 home use for $9.95, DIY update and install options for desktop applications like the KACE support portal, and much more! In addition to the new quarterly DIT Information Sharing sessions where users can ask questions, DIT will also provide ongoing information via its quarterly newsletter Bits & Bytes.

In the past several months we have been busy making well needed improvements to include switching the Graduate computer lab with the Math tutoring lab to ensure better customer support and service. We have also relocated the 20+ MAC computers from the MAC lab where usage was minimal, and have integrated these machines into the open student computer lab in Thurgood Marshall Library where usage of these machines have exponentially increased!

With the tremendous success of our Microsoft/Student partnership event last November, we have now planned an Educational Technology Day for faculty and staff on May 4th, 2016. Vendors will showcase specific educational technology that can be used to increase and improve student learning.
Department Functions and Updates

Division of Information Technology Administration
E. Wayne Rose
Vice President and Chief Information Officer
Marivic Weiss
Associate Vice President

The Division of Information Technology (DIT) supports and maintains the Technology Infrastructure and Technology Services for the Bowie State University Community. The division enables the customers and stakeholders to dramatically improve business performance by achieving interoperability between diverse technology systems and the streamlining of business processes. DIT is committed to attaining the highest level of quality and integrity in services and relationships with students, faculty, staff, and alumni. The division accomplishes their mission with a proactive approach to identifying, sharing and resolving issues promptly and courteously in an ongoing effort to implement best practices.

Enterprise Systems and Networking
Brad Bothun
Manager, Systems and Networking

The Enterprise Systems and Networking team maintains the campus-wide network of Bowie State University and the Bowie State University website. They maintain the University’s application and system servers, hardware infrastructure, firewalls, routers, switches, network appliances and the institution’s technology infrastructure. The team manages electronic messaging, server management, BSU Online system, Internet access and various systems applications for the campus community.

Enterprise Functional Support (PeopleSoft)
Carmela Falcone
Enterprise Functional Support Manager

The Enterprise Functional Support team provides functional analytical support of the PeopleSoft systems at Bowie State University. The PeopleSoft modules supported by this team include PeopleSoft Campus Solutions (Human Resources and Student Information Systems) and PeopleSoft Security.

Enterprise Applications Support
Cathy Lee
Enterprise Applications Manager

The Enterprise Applications Team is responsible for the maintenance and operations of the institution’s critical Enterprise Resource Planning (ERP) systems namely: PeopleSoft Campus Solutions, Bulldog Connect, Human Resources and Financials. Vital to the institution’s operations, the team ensures a highly available, robust, and secure application infrastructure. As the liaison between the technical team and administrative departments for application support, the team addresses requests and responds to issues and implements application functionality as requested or mandated.

Enterprise Information Systems and Applications Security
John Husfield
Interim Technology Security Manager

The Enterprise Information Systems and Applications Security department ensures the confidentiality, integrity and availability of the university’s systems and information by providing various tools and services to protect computers and data that resides on the BSU network. This is accomplished by implementing a viable and secure information security structure. Through the application of a comprehensive and rigorous analysis of the current and/or future information systems infrastructure, to include the information security systems, personnel, and organizational departments, we are able to ensure alignment with the organization’s core goals and strategic direction. While these tools and services assist in protecting our computers and data, it is the people and their behavior that play a vital role.

Office of Telecommunications
Edna Palmer
Director, Office of Telecommunications

The Telecommunications staff pride themselves in providing excellent customer service for new telephone service, providing long distance codes, managing campus-wide telephone billing, and managing and ordering telecommunications equipment. The Telecommunications helpdesk number is 301-860-3155.

Enterprise Support Services (Helpdesk)
Edna Palmer
Interim Helpdesk Manager

The Enterprise Support Services (Helpdesk) is a one-stop shop for all of technology needs on campus. They are dedicated to providing quality service to the students, faculty, and staff of BSU in a timely manner.

The Enterprise Support Services Helpdesk Office is open Monday - Friday from 8:00 a.m. - 5:00 p.m. Their phone number is 301-860-4357 (301-860-HELP)

Information Technology Strategy & Planning
Nicole J. Carter
Enterprise Technology Project Manager
Nicol King
Sr. IT Business Strategy & Planning Analyst

The mission of the IT Strategy and Planning department is predicated on building and sustaining an efficient and effective Enterprise Architecture Strategy supported by sound Business Management decisions in support of Bowie State University. The department accomplishes this by overseeing the IT strategic enterprise architecture and ensuring IT projects and divisional operations are integrated and aligned with overall university strategy, mission, goals and objectives.
Division of Information Technology Stats

Total Helpdesk Ticket Trend Analysis 2012 - 2015

- **2012**: 7477 Tickets
- **2013**: 7053 Tickets
- **2014**: 6057 Tickets
- **2015**: 4969 Tickets

*DIT Helpdesk ticket count down by 2,508 per year overall*

IT Strategic Transformation Roadmap

- **New IT Capabilities**
  - Virtual Desktop Integration
  - Transition all Data to Netapp
  - Microsoft Office 2016
  - Migration to Campus Domain

- **IT Security & Audit**
  - Bulldog Air Wireless
  - Identity Finder
  - Data Encryption
  - Trace Implementation

- **Disaster Mitigation**
  - Network Load Balancing
  - Active Directory Config.
  - Shared Drive Move
  - Tape Server Backup

Tips, Tools and Resources

- To make it easier to find useful information, the Division of Information Technology has added a Helpful Links tab under the division’s section on the Bowie State University Website.

- BSU Software Support Portal to self-install approved applications.

- BSU Password Reset Portal for network, email, PeopleSoft and Blackboard.

- All software available to faculty, staff and students to purchase at discounted prices.

- Link to purchase Microsoft Office 2016 for home use. ($9.95 price is only for one time purchase)