

Conference Schedule (revised 11/21/07)

Monday, December 3, 2007

TIME	ROOM	SPEAKER	SESSION
10:30am – 5:00pm	Grand Ballroom foyer		Registration Desk Open
11:30am – 1:00pm			NOTE: Lunch for non-directors – you are on your own – no specific lunch arrangements are made for conference attendees at this time period.
11:30am – 1:00pm	12 th Floor Top of the Plaza	Susan Klein, UNC CAUSE Chairperson	Director’s Lunch/meeting
1:00pm-1:45pm	Victoria	Blaine Lucas Fayetteville State Univ.	BOF - Admin Rights: Please sign this Waiver....
			Birds-of-a-Feather Discussion** to talk about how Fayetteville State is handling users who "need" Administrative rights on their Windows PC and the implications of giving them this elevated privilege. What are the security implications? What are the administrative costs? How does this affect our customer service image? This will also include how we have developed a web application to process the Faculty member’s requests for Administrative rights and our methodology for approving or denying requests.
	Swannanoa	Joe Schuch UNC Chapel Hill	BOF - Capture & Collaboration Tools
			Capture and collaboration tools such as Apresso and Accordent represent only a portion of the entire spectrum of tools and systems suitable for classroom capture and student collaboration. Come share your ideas and

			experiences with these promising technologies.
	Alexander	Garrett Killian Brent Zimmer East Carolina Univ.	BOF - Utilizing NAS and SAN Replication for Business Continuity
			How fast can you recover from a complete hardware failure on your enterprise servers? East Carolina University has designed a business continuity model that allows us to recover from nearly any hardware issue very rapidly without the huge expense of outsourcing. We will discuss utilizing boot to SAN blade servers, VMware ESX 3, block storage synchronous replication, and network attached storage asynchronous replication to protect mission critical data.
	Windsor Ballroom Salon 2	Drew Sutton Rich Fraboni East Carolina Univ.	BOF - Scaling and Securing Wireless Networks
			Here at ECU we have been faced with the extremely difficult task to provide seamless mobile wireless access but also meet security audit issues. We have discussed multiple solutions and have implemented what we think is a compromise, allowing an open wireless environment but restricting access to clinical and critical applications. We have implemented an integrated solution using Cisco's Clean Access as well as Cisco Wireless Service Modules for management of multiple segmented levels of security. We feel it would be a good discussion to see how other UNC schools are dealing with this ever changing technology.
	Grand Ballroom Salon C	Kevin Snook App State Univ. Rathel Goodman UNC Charlotte Everett Allen NC State Univ.	BOF - Apple Technologies Discussion
			We will discuss 1. new hardware impacts on campus such as iPhones and Intel based Macs. 2. Virtualization and running Windows and Linux OS on Macs 3. iTunes University impact and implementations 4. Future Apple growth on campus 5. Directory integration of Apples in existing campus

			infrastructure
	Windsor Ballroom Salon 1	Margaret Hudacko Andrew Stein NC State Univ.	BOF - Cooperative Coding Initiatives: Herding Cats and Minding Mice
			In order to assist our faculty and staff in the creation of their professional documents, the Webtools development team at NCSU began work on a collaborative tool called 'Dossier'. This web-based application was created with the effort of three colleges, and utilizes data from the campus Financial, HR, Registration and Records, and Library systems. We will open this session by presenting the work we have done, and detailing the steps taken to engage so many entities across campus. We will also describe the problems and successes we had in working with such a diverse group. After presenting, we will open up discussion to the group, asking for thoughts and ideas on this technique. How many other campuses have attempted something of this scope? How many would be willing to try? This discussion will be the meat of our session, hoping to encourage such action in other campuses which have not already seen this level of work. Finally we will close our session with thoughts and discussion on alternate applications of merit. We will seek to brainstorm other possible works which can be undertaken, and hopefully encourage collaboration spanning universities.
2:00pm – 2:45pm			See separate handout for vendor presentation information
2:45pm – 3:15pm	Grand Ballroom Salon A and Salon B	Vendor partners	BREAK
3:15pm – 4:00pm			See separate handout for vendor presentation information
4:15pm – 5:00pm	Grand Ballroom Salon C	Jack Neely NC State Univ.	BOF - Deploying Red Hat Enterprise Linux

			<p>Deploying Linux at a university can be a challenging task. Most often you'll find yourself managing a handful of computer labs or a collection of servers. In other cases you may find yourself advising faculty and staff for their own Linux workstations or servers and communicating university or department policies. Some folks build the core infrastructure that allows Linux deployments to scale to multiple entities on campus running several data centers, hundreds of lab workstations, office computers, and working with each group's IT staff. How does one get the job done, keep the customers happy, and keep sane? Creating support structures, policies, and the infrastructure to scale your Linux deployment up and support instances down can be daunting. This BOF session will cover the UNC system's use of Red Hat Enterprise Linux, the Red Hat Network, tools, and policies that universities use to manage their deployments. How do IT staffers manage automated installs and setting up many identical and one-off machines? Tips for configuration management and package management during the machine's lifecycle. Finally, working with the folks at Red Hat and in the Open Source community to improve the tools that let us get more stuff done.</p>
	Windsor Ballroom Salon 1	Jennifer Riehle Twanda Baker NC State Univ.	BOF – Training and Education
			<p>This is an annual opportunity for training professionals from all campuses to discuss pertinent topics regarding IT Education for faculty, staff and students. Topics typically include: training technologies, workshop selections, documentation availability, marketing strategies, registration tools, "fee vs. free" classes, emerging technologies and measuring success. Instructors: please bring your success stories, challenges and ideas for creative collaboration.</p>
	Windsor Ballroom Salon 2	Zachery Mitcham UNC Wilmington	BOF - Information Security Planning Considerations for Telecommuting
			<p>Telecommuting is becoming an attractive alternative to universities expending large amounts of capital dollars for campus infrastructure expansion. What are the information security considerations universities</p>

			must take into account when planning for support of telecommuting initiatives? The information contained within this presentation outlines Information Security planning considerations that will assist a telecommuting planning group with the development of a viable technology service support plan for telecommuters.
	Victoria	Steve Perry UNC Wilmington	BOF - Monitoring Critical Systems
			The expectations of IT services today are 24 x 7. Knowing as soon as possible when systems are not available is the key to providing high-quality service. Automatic monitoring and staff notification are critical. Learn how University of North Carolina Wilmington implemented multiple monitoring systems to ensure system availability.
	Swannanoa	Cynthia Saylor UNC Pembroke Terry Brandsma UNC Greensboro	BOF - Adapting Libraries to New Technology - Where Do We Go from Here?
			Our students are often experimenting with new technologies and using current technologies in unintended or unexpected ways. Come share your observations and ideas on how libraries can better serve our tech savvy users.
	Alexander	Nicoloas Pantelidis East Carolina Univ.	BOF - Semi-Automated Desktop Computer Installation
			The installation of desktop computers is a time consuming and labor intensive process. Enterprise IT initiatives that dictate periodic annual refreshes of several hundred computers each year further exacerbate the problem. With the large number of computers purchased each year, an opportunity existed to take advantage of time saving measures to reduce the amount of time desktop support technicians spend simply setting up computers. Fortunately relief is realized through the use of outsourced HR (contracted desktop technicians) during these mass computer "roll-outs," however to maximize the return provided, automation of the computer setup

			<p>process is desirable and has been realized. Several benefits are associated with the automation. Primarily, there is a reduction in the learning curve associated with educating the contracted technicians in setup procedures. The technicians provided are often not familiar with “large enterprise” desktop setup procedures (example: admission to an NT domain). By automating such tasks, the technicians do not have to be educated, nor do we have to provide them with elevated access privileges required for such tasks. Secondly, there is a time savings realized via a reduction in the time required for each setup. Technicians are now able to multi-task, utilizing time that would normally be spent on these tasks for other necessary jobs, thus reducing the total amount of time that must be dedicated to each setup. The semi-automated installation process relies on a combination of tools for success. Systems purchased by our university are “pre-imaged” by the manufacturer with a custom operating system/software image created in-house. A custom written series of visual basic scripts allows the system to rename itself to conform to our naming convention, admit to an NT domain, add the recipient to the local “administrators” group, prompt the recipient to register with our in-house DHCP registration server and then remove the scripts and network settings that are no longer needed. A tertiary benefit of the automation is now being explored. An increasingly “tech savvy” user community is likely capable self-installing their computers, only needing to be educated to ensure their success. Development of user friendly educational tools is underway, and the option of self-installation of new computers should soon be available to the general campus community. If successful, such a self-installation program may be popular with clients (no longer waiting for a desktop technician) and benefit the IT enterprise by reducing the amount of time spent on new desktop computer system setups.</p>
5:30pm – 10:00pm			Evening Dinner event – Details will be provided at the conference

Tuesday, December 4, 2007

7:00am – 8:30am	Grand Ballroom Salon C		Breakfast
8:00am – 5:00pm	Grand Ballroom foyer		Registration Desk open
8:30am – 9:30am	Windsor Ballroom Salon 1	PANEL Discussion Todd Sutton Susan Hensley UNC Greensboro Jason LaVigne Stanley Hammer Western Carolina Univ.	Perspectives on Outsourcing Student Email
			<p>This will be a joint presentation by UNCG and WCU on experiences related to outsourcing student email. The presentations will focus on reasons for outsourcing, selection of vendor (UNCG - Google, WCU - Microsoft) and experiences thus far. There will also be time at the end for questions from attendees.</p>
	Windsor Ballroom Salon 2	Diane Roberson East Carolina Univ.	Initial Observance of Appworx Scheduling Package
			<p>Overview of Appworx - Discussing the implementation process, chain design, scheduling jobs, creating modules, history query and preparing forecasts. Go Live Dates for East Carolina University for each Banner module, Financial, Student and Human Resources. Initial Observance of Appworx Go Live - Discussion of Programmer awareness, building Banner processes and Production Control Roles. Change Control - Developing a Change Control process to decrease the impact on the operating environment. Security - Discussing Security Administrator duties, defining</p>

			roles, logins and users.
	Victoria	Dan Noonan UNC Wilmington	eye-FLASH!: Enhance Your Experience through Flash multimedia technologies
			The purpose of our project is to provide an Internet portal where students can view multimedia content (such as audio, video and presentation materials) posted by their faculty. The content is categorized on the database by the student's class title for ease of navigation and password protected to secure the faculty member's intellectual property rights. This is a technology that combines a Flash Media Server and a custom ASP.Net application created by UNCW. During our presentation, we intend to demonstrate the administration process, uploading content, and broadcasting a live event. In keeping with the UNC Cause mission, this technology enhances the teaching and learning experience by improving efficiency and increasing student comprehension.
	Swannanoa	Beverly Vagnerini UNC Wilmington	Conquering the mountain: papers, folders, file cabinets – where does it end!?!
			In 2005, UNC Wilmington's Graduate Admissions Office faced the reality of missing the mark when it came to recruiting bright and talented students all because of their application process. Files, transcripts and such were being physically carried from the Graduate School to departments across campus for graduate committees to review. Only to find upon their arrival, information was missing and it was back to square one, contacting the student for necessary documentation or finding documentation that was supposed to have been previously received. A private consulting firm was hired to come in and analyze the application process. This was in preparation of UNCW's developing their own in-house business process consulting team who would analyze current business processes and then re-engineer the processes in more cost-efficient, timely digitized ways utilizing available technologies. As workloads increase and staffing needs oftentimes remain unmet, re-engineering outdated processes to utilize cutting edge technologies is essential. This presentation will step you through the business analysis process and the re-engineered Graduate School application process which utilizes an online web application, imaging and workflow tools. So grab your hiking boots and let us show you the path to

			the top of the mountain.
	Alexander	Bob Bair UNC Charlotte	Campus Thin Client Implementation That Works
			<p>Public Universities continue to see the need to balance leading edge technology and information availability with the increasing costs that these require while attempting to keep education affordable for today's students. Incorporating thin client technology into the campus network infrastructure can help to increase the available technology without increasing costs or causing a rise in tuition by instituting a laptop requirement.</p> <p>Those of us old enough to remember the days of dumb terminals might attempt to pigeonhole thin clients into that category. Today's devices are as far more advanced than those 3270 / VT100 terminals as today's computers are ahead of the original Apple II. Of course each has a processor and RAM along with onboard video and audio. They will also come in three basic flavors categorized by the operating system resident on the flash memory in the device. The most basic comes with a version of WinCE as the OS. More sophisticated versions have either a Linux load or Windows XP Embedded installation</p> <p>The University of North Carolina at Charlotte is spearheading an initiative in the UNC system by deploying thin client devices in a number of different ways. These deployments include thin clients in stand alone kiosks, as web / email stations, in areas where data sensitivity is paramount (HIPPA, SSN, etc...) and when coupled with a back end infrastructure such as Citrix or VCL (Virtual Computer Lab, NCSU), these devices can be used in lab environments, as rapidly deployable workstations, even replacing PCs completely.</p> <p>Some of the advantages of thin clients are reduced time to deployment, reduced support costs, reduced acquisition costs, a longer life cycle and fewer security incidents.</p> <p>When considering the incorporation of thin clients into your environment, there can be a greater upfront cost if there is a desire to fully take advantage of their usefulness by creating the backend infrastructure.</p> <p>Thin clients should be adopted as a part of the overall workstation lifecycle management program across any campus. This implementation can be done in stages starting with stand alone and kiosk installations especially in</p>

			public access areas. This allows device integration and familiarization without an initial backend application delivery method.
9:30am – 10:00am	Grand Ballroom Salon A and Salon B		BREAK
10:00am – 10:45am	Windsor Ballroom Salon 1	Eric Silberberg NC State Univ.	Storage Optimization and Provisioning Techniques In A Mature Enterprise Vmware Environment
			North Carolina State University is in the third year of using hardware virtualization technologies such as VMware ESX/VI3 and Microsoft Virtual server. The VMware enterprise datacenter environment has tripled in the last year. The current environment consists of 12 Sun and HP servers hosting over 140 virtual machines: delivering over 103 GHz of CPU with access to 280 GB of memory. As the environment has matured, our approach to storage management and optimization, guest provisioning, and resource allocation has expanded and evolved. The storage approach has shifted from presentation of directly provisioned Raw Device Mappings (RDM) to using larger VMFS datastores in an effort to achieve greater efficiency in storage administration operations and allow more flexibility of provisioning within our shared resource environment. Tuning storage track boundary alignment and leveraging data de-duplication technologies has enhanced our efficiency and effectiveness toward thin-provisioning and achieving the greatest return on investment in our storage solutions. Our virtual infrastructure has been enhanced to allow for greater use of High Availability, Admission Control, VMware Consolidated Backup, and effective resource management, as driven by our strategic goals toward resilience and efficiency. Our VM usage has further expanded from test, development, workgroup, and load-balanced applications to include enterprise and mission critical services. New deployments this year include significant Citrix and Active Directory environments, Solaris x86 solutions, Oracle and MSSQL database servers, secure administrative desktops, and secured services for Payment Card Industry (PCI) compliance. Future projects for

			this year include achieving greater consolidation ratios, integration with provisioning tools such as OpenQRM, exploring expanded DR capability through remote hosting and distributed server placement.
	Victoria	Martin Jackson East Carolina Univ.	East Carolina Universities IP Telephony Environment and Enhanced Services
			Provide an overview of ECU's IP Telephony (IPT) deployment, focusing on enhanced services, Cisco's Unified Contact Center, Berbee's Informacast, and Emergency Responder. East Carolina University will present its IP Telephony deployment to-date, based on the VoIP Business Plan. We will provide ECU's approach on the deployment of IP Telephony, focusing on IPT servers & there redundancy and provide information for transitioning from legacy system to IPT. Demonstrate and discuss the importance of Call Centers, and how Cisco's Unified Contact Center has assisted other departments at ECU in quality & assurance. Discuss ECU's direction with crisis notification, and the role Berbee's Informacast will have. Provide information on ECU's e911 services, and how emergency responder reports to Public Safety.
	Windsor Ballroom Salon 2	Steven Hopper UNC General Administration	Inter-institutional Registration
			Each year, 500 to 600 students within the University of North Carolina take at least one course from a campus that is not considered their home campus. Currently, these students and campus administrators utilize a paper-based process to request and approve registration in these courses; however, this process is difficult for the registrars to administer and causes problems for financial aid officers when the students drop a course. Furthermore, the introduction of The University of North Carolina Online website and the emphasis to increase the quantity of both online programs and online courses is expected to significantly increase the number of inter-institutional enrollments in the future. In short, the existing paper-based registration process does not scale in this new world of online courses. Consequently, General Administration seeks to design and build an inter-institutional clearinghouse to provide a more efficient way for students to request registration for online courses as well as simplify administration for

			<p>campus employees. This presentation will focus on the technical architecture and implementation of this system. Specifically, it will address the distributed authentication mechanism and the service oriented architecture necessary to exchange messages and data between each campus and the clearinghouse. This clearinghouse serves as a solid first step with respect to system-wide federated identity management and will enable the University of North Carolina to expand into that arena in the future. The inter-institutional clearinghouse will provide The University of North Carolina with a web-based mechanism to better serve its constituents and administrative staff while establishing the infrastructure and fostering the knowledge necessary to address the larger issues of federated identity management and service oriented architectures. This presentation will demonstrate the completed system features to date, discuss the next steps, and empower campus personnel to participate in this exciting project.</p>
	<p>Swannanoa</p>	<p>PANEL Discussion Laura Cruz Andrew Denson Christie Fulcher Western Carolina Univ.</p>	<p>Oh the Tangled Webs We Weave: Resolving Issues in Student-Generated Web Projects</p>
			<p>Increasingly, instructors are transforming traditional research papers into multi-media or on-line projects. The appeal is clear. Millennial generation students are accustomed to web-based research and production and the medium allows for a greater distribution of their work. In other words, web-based projects increase necessary technological skills while allowing students to create real-life, portfolio ready artifacts. This presentation will examine the experiences of three instructors in their attempts to initiate and execute such projects. These case studies demonstrate that too often, instructors are simply modifying their traditional projects. The experiences of the Coulter Faculty Center suggest that such transformations are not dissimilar to transforming a face-to-face course into an on-line environment. In other words, it involves considerable re-imagining on the part of the instructor and the students. In order to create successful projects, instructors need to understand the issues involved, need to create work patterns appropriate to the new medium, and how to manage skill diversity. At the</p>

			Center, we have developed an intervention tool kit for use by instructors considering these transformations. This presentation examines three different groups of student web projects, from History, Service Learning, and Parks and Recreation Management, all generated for inclusion in the public web site for the Mountain Heritage Center, a museum of Appalachian culture. The array of examples demonstrates the effectiveness of intervention in the transition from traditional to web-based projects, the factors for success, and the potential outcomes. This tool kit, which will be provided to participants, untangles the Gordian knot of managing web-based projects
	Alexander	Tomee Howard Jordan Meyer UNC Chapel Hill	Measuring and Improving: How UNC-CH Implemented Standardized Incident Management Metrics
			Many recent reviews of higher education institutions have noted a lack of clear, accessible information about aspects crucial to performance improvement. Although over 200 IT Support Units across UNC Chapel Hill's campus use the same incident and problem management application, until recently there were no standards in place for measuring performance. Some support units created their own reports without standardization or shared business meaning. Most did not leverage the available data to improve performance at all. In this presentation we will discuss how the Remedy team brought these groups together and developed a standardized, dashboard style report which has been lauded campus wide. We will discuss the process by which we brought the help desks across campus together to develop a common incident management language. We will then discuss the process of selecting, visualizing, and delivering a common set of metrics which accommodates both the standard language and the custom languages of individual groups.
11:00am – 11:45am	Windsor Ballroom	Brian Bouterse NC State Univ.	Operating System Virtualization: A Massive Consolidation Opportunity

	Salon 1		
			Operating system virtualization can consolidate hundreds of virtual machines on a single physical server, serving windows or linux applications to users in a terminal-services like way. Massive consolidation numbers, coupled with high availability configurations, offer an interesting virtualization alternative to wildly popular hardware virtualization techniques. This presentation provides a comparison of hardware versus OS virtualization, and demonstrates Virtuozzo providing context for the comparison. Attendees will take away an understanding of what challenges are a good fit for OS virtualization, and how they can deploy it within their own infrastructure environment.
	Windsor Ballroom Salon 2	Mark Walter UNC General Administration	Banner Upgrades ... Best Practices
			As the saying goes, "There's more than one way to skin a cat" ... well, Banner is no cat, but the intent of the saying does apply to Banner Upgrades. In this presentation, I will attempt to share some of the "Best Practices" for applying Banner Upgrades. Items to be discussed include keeping your code trees current and complete, testing, scheduling production upgrades, tracking local modifications, using the automated installer, and what to do if you encounter problems. Input/feedback from the audience on their own best practices will be encouraged and expected.
	Victoria	David Moffat UNC Chapel Hill	New Tools for Online Courses
			I will demonstrate and discuss some new tools that augment or complement current Learning Management System (LMS) tools: * a tool for creating an independent web site from a Blackboard archive, for browsing and previewing an archive, and for extracting selected files * a way to load a Blackboard course into Sakai, preserving the course structure * a tool for building and sharing a course web site with or without a knowledge of HTML
	Swannanoa	Gary Jones Laura Cruz	Credible or Credulous? Student Perceptions of Web Information

		Western Carolina Univ.	
			<p>Anecdotal evidence for student misuse of Web-based sources can likely be gathered in the nearest faculty lounge. Beyond the anecdotal, evidence for concern about Website credibility is suggested by the quality and quantity of academic institutions and consumer groups with Web pages addressing this issue. In the academic literature, concern over uncritical student reliance on Web-based sources has been articulated in a wide variety of journals. Surprisingly, and with some notable exceptions, relatively few empirical studies have been conducted. Building on a pilot study conducted three years ago, this study attempted to determine if a relatively short and straightforward intervention (a brief presentation with website examples) can sensitize students to credibility issues to the degree that those exposed to the intervention perform significantly better on an evaluative instrument than those who are not when the two sets of analyses are compared. Specifically, the research question at was: can a 25-minute lecture (intervention) significantly improve students' ability to correctly evaluate a Website's credibility or lack thereof (notably biased or completely bogus). The initial study was conducted at Western Carolina University during September/October 2003, with regular follow-ups through Summer 2007. Students were asked to evaluate five Websites (two biased, two bogus, one credible). Classes surveyed were primarily freshmen and sophomores, but included approximately 60 juniors and seniors. Preliminary findings may be summarized as follows: a statistically significant difference was found between control and treatment groups (ANOVA). Most of that significance was due to improved site evaluations by males. No significant differences were found by year in school. Qualitative data collected by the study suggests that students awareness of the issue has been increased, but not necessarily their ability to choose appropriate sources of information. The presentation will conclude with suggestions, from both the students and the researchers, for improving student's discernment and use of credible websites in undergraduate research and writing.</p>
	Alexander	Joe Schuch UNC Chapel Hill	Why Bother? Strategies for organizational change that sticks.
			It has been said that a leader without followers is just taking a walk. When

			administrators talk about "overhauling the organization" often, the first response of the people on the front line (managers too) is to hunker down and ride out the storm. In the past two years, our organization has undergone change at every level. This hands-on session shares the tools we've successfully implemented to engage the "old guard" and head off the culture of "why bother." Participants will leave with an understanding of the core concepts we have used to achieving sustainable, consensual change and will gain access to our post-conference listserv through which they can continue discussions.
11:45am – 1:15pm	Grand Ballroom Salon C and Top of Plaza		LUNCH
1:15pm – 2:15pm	Windsor Ballroom Salon 1	Jeff Williams App State Univ. Pam Bowling Office of State Personnel	ASU IT Career Banding Calculator and OSP update on Career Banding
			ASU has created a standard method to compute IT career banded position salaries. In collaboration with OSP and our HR department, we developed a spreadsheet that handles each job family and based on competency ratings and relevant employee experience will compute the appropriate level and salary. This spreadsheet is used in all divisions and is appended to re-class and hiring proposals as part of our PeopleAdmin process. As part of this session, OSP will give an update on IT career banding and be available for Q&A.
	Windsor Ballroom Salon 2	Matt Parker Mark Shropshire UNC Charlotte	Web Content Management: Using Drupal and Joomla, Two Departmental Experiences
			Two campus departmental IT professionals share their experiences with open source web content management systems. Topics covered: • What were our needs • Why we chose Drupal and Joomla • Pros and cons of

			Drupal and Joomla • Technical implementation • Day to day usage • Future plans • Q&A
	Victoria	Brian Manning Jonathan Rose East Carolina Univ.	Implementing Campus Clustering for Operational HA and Disaster Recovery
			Recently East Carolina evaluated the cost and benefits of a hosted DR solution for its Banner and BlackBoard Environments. In an effort to improve High Availability, simplify recovery logistics, improve restore times and lower cost, ECU evaluated GEO and Campus Clustering as alternatives to hosted DR. We found that self assured DR was the best model for ECU. The purpose of this presentation is to highlight the different approaches and share our real world experience with implementing campus clustering to achieve our goals of improving Operational High Availability and Disaster Recovery while lowering overall cost.
	Swannanoa	Laura Ladrie Aaron Peeler NC State Univ.	Using the Virtual Computing Lab to support classroom activities and allow access to your applications for all environments
			Using the Virtual Computing Lab to support classroom activities and allow access to your applications for all environments. The purpose of this presentation is to review, assess and applaud the performance of the Virtual Computing Lab (VCL) in the classroom environment. Background: Summer of 2007 saw the inaugural offering of the Institute for Advanced Analytics' Master of Science in Analytics program. The kick-off for this program was a 5 week Bootcamp to introduce students to the topics and tools of Advanced Analytics. The bootcamp course, running in second summer session, was conducted 9am to 4pm daily, Monday through Friday and required hands-on instruction for 24 students in a standard 110 classtech classroom. In order to accomplish our goal, each student provided their own laptop, the brand and operating system of which was the student's choice. How can you deploy enterprise wide applications such as SAS's Business Intelligence Suite to such a diverse hardware population? VCL was the answer.
	Alexander	John Baines	Security Regulations, Standards and Best Practices: How to become

		NC State Univ.	compliant
			<p>During John's presentation you will learn how the security regulation landscape changes frequently. What is driving this increased emphasis on security and privacy? How can we know how it applies to our environment? Can we stop having a brand new project for every new regulation? Untangling the jumble! The presentation will reflect on what has changed in our culture to change security from a nuisance to a necessity. Then a hierarchy of regulations, standards and best practices will be presented. Best practices should control our implementation of technology, particularly with regard to security. If we map these best practices that we use to the standards that we enforce, then answering the compliance questions for regulations becomes relatively straightforward. The presentation will delve into International Standard ISO 27002(ex-17799) and Federal Standard FIPS 800, before summarizing the regulations that are impacting higher education, at least at NC State University.</p>
2:15pm – 2:45pm	Grand Ballroom Salon A and Salon B		BREAK
2:45pm – 3:30pm	Windsor Ballroom Salon 1	Hal Meeks Everette Allen NC State Univ.	iTunes: Content Creation and Participation Strategies
			<p>Many of the schools in the UNC system have signed contracts for iTunes U storefronts. This session is not an attempt to go over the basic mechanics of managing iTunes U; Apple provides ample documentation on how to do that. But how do we guarantee that we will have stuff on the shelves once the store is open? What are the opportunities that this resource can provide? How do the right people get involved? This session is an overview of NCSU's burgeoning iTunes U effort, what has worked, what has not. We will talk about workflow strategies, participation strategies, ways to aid content creators in getting their content into the store. In addition, there will be ample time for feedback and insight.</p>

	Windsor Ballroom Salon 2	Jennifer Riehle Twanda Baker NC State Univ.	Delivering On-Demand Training the DIY Way
			In 2004 the concept of Web 2.0 began sweeping the internet nation. Today we see evidence of it everywhere: our blogs, those handy wikis, RSS feeds and, of course, the super-popular podcasting. As a trainer, the challenge is to teach effectively in this new medium. NC State has been working on ways to harness these tools and provide insight to the masses. Using video screen capture tools we're offering training tutorials, such as step-by-step instructions on how to use that new-fangled RSS feed we offer. We also have blog-like "Tips and Tricks" postings and a new website to highlight it all. Swing by and listen to some of our attempts at using social software and share your own.
	Victoria	Sammie Carter Brian Bouterse NC State Univ.	Friday Institute Deployment System: An Open Source Project
			The Friday Institute Deployment System (FIDS) is an open-source, virtual machine appliance providing an imaging solution for workstations and servers managed through a web interface. The VM allows one to save and deploy hard drive images, deploy various boot disks such as Knoppix and BartPE, and deploy virtual machines/appliances on physical hardware. This presentation provides an overview of all of the features through a live demonstration, and publicly announces the projects entrance into the open-source community.
	Swannanoa	Stanley Hammer Mark Murphy Western Carolina Univ.	Banner Job Output File Sharing
			The presentation is about enhancements to Banner Job Submission. Western Carolina has implemented heterogenous file sharing between the Banner Unix Database Server and Windows Desktop clients. This integration provides great productivity for the Banner end users by allowing the use Windows Explorer to drag and drop files for data loading and

			accessing Banner data job sub output from Windows Explorer. This presentation will demonstrate the end user experience as well as touch on the technical details required to make file sharing work seamlessly for the campus.
	Alexander	Maria Clay, PhD Annette G. Greer, PhD East Carolina Univ.	Blackboard: Reaching Critical Mass for Social Learning Environments
			Introduction: Peiz (2004) notes when establishing a online community of learning three kinds of presence are needed: social, cognitive, and teaching. Presence becomes increasingly overwhelming when the discussion board has a critical mass of students. This presentation describes how two instructors use asynchronous discussion boards and group pages embedded in Blackboard © to manage online social learning environments with greater than 125 students. Methods: Learner-centered principles guide the design of the online learning environment. The role of the teacher and the responsibility of the student are clearly defined in the course syllabus. Students sign a student-faculty communication contract during the orientation phase of the course. Content areas are added to facilitate the teacher-student communication including Instructor Messages. The general discussion board is open to all students with guidelines for posting designed to meet the writing intensive requirements of the course and to streamline social interactions. Cognitive presence is supported through the use of Course Documents, LINK environments, and additional evidence based research requirements which require citations and references using APA formats. Chats are limited to one hour in length and are offered during a single day per week for six designated time slots to enable student flexibility in attendance. The chats are facilitated by both instructors and recorded to allow student absence make-ups. Group pages are developed to distribute students in 10 groups with two project teams per group. Outcomes: Institutional evaluations are above average for the online course. Learner outcomes include demonstrated: knowledge gain that meets course objectives, ability to apply learning to online team functioning, ability to peer evaluate using scoring rubrics, and interdisciplinary team functioning in completion of a rural community assessment using virtual resources.

			Discussion: Critical masses of students can be managed in Blackboard © learning environments through course design using the content areas and course tools. Social, cognitive, and teaching presence can be retained with a large student base. Pre-planning in advance is essential. However, student-teacher and student-student interaction does not have to be sacrificed. Most students taking the described course state it is their first online course or that they have not used the chat functions. Yet, the technological learning curve is rapid and proficiency is acquired within the first two weeks. The instructors and students have strong technological support for both on campus and distance learners through Help Desk and other resources available at the institution.
3:45pm – 4:30pm	Windsor Ballroom Salon 1	Brian Bouterse NC State Univ.	Advanced Management and Storage Techniques Driving Next Generation Virtual Environments
			This presentation demonstrates sophisticated techniques to augment existing or green-field VMware ESX environments through a technical demo of The Friday Institute's development testbed. Flexible storage is a synergistic complement to the virtual paradigm, and Network Appliance SANs can empower virtual environments with finely granular, near instant provisioning and next-to-zero storage cost at creation time. Furthermore, we touch on storage saving capabilities through block level data de-duplication techniques. After discussing what can be possible by pairing a virtual environment with intelligent storage, an organization must consider how to manage infrastructure end-to-end to create value. To that end, we will demonstrate and examine openQRM, an open source, enterprise management tool integrated to manage both ESX and NetApp hardware for start-to-finish automated provisioning of both virtual and physical infrastructures. Finally, we will finish with a consideration of the business case efficiencies realized when this flexible environment is applied to shared service models.
	Windsor Ballroom Salon 2	Brian Payst UNC Chapel Hill	UNC Mobile: A case study in cell phones and students

			Today's student comes to us with a variety of electronic devices of increasing sophistication. Cell phones are one of the most prevalent of these devices, presenting both challenges and opportunities. This presentation will provide an overview of the UNC Mobile program, which delivers information to student's cell phones. Topics will include the capabilities of the system, how it will be used for emergency notification, student reactions, subscription rates and lesson learned in running a mobile phone program.
	Victoria		Presentation originally scheduled here was canceled
	Swannanoa	Nathan Dawson Angela Smith Western Carolina Univ.	Getting a handle on Asset Management
			Keeping track of a growing inventory of computer hardware and related equipment can be a real challenge, but is one that we feel has a solution based in simple technology. This presentation will focus on the deployment of DataMatrix (2-D) barcodes across the University campus including academic and administrative computers and educational lab computers and teaching equipment. A custom asset management application (written in C# using .Net 2.0) is utilized with barcode scanners to do highly efficient location and user tracking as well as asset reporting. The source-code to the entire program will be provided along with details on all of the equipment involved in the process as well as implementation costs.
	Alexander	Elizabeth Evans UNC Chapel Hill	Marketing on a Shoestring: A Case Study
			We frequently spend resources (money and people) to provide a service and expect that our users will flock to the service without any effort on our part. Sometimes that works. When it doesn't, this presentation may help guide you. In June 2005, UNC-Chapel Hill rolled out access to a new computer-based training (CBT) service. We changed vendors, course catalogs, and authentication method after a number of years. The older service only had a few hundred users. In the 2+ years since implementing

			the current service, with the help of inexpensive and ongoing publicity, the number of users has risen from 0 to over 4500--and it continues to grow by about 100 people every month. This presentation will describe what is different about the current service and what publicity methods have been used to ensure a broad user base. Time and opportunity will be provided for the audience to share their own successful methods, as well.
5:00pm – 10:00pm			Evening Event – Biltmore House and Dinner at Deerpark Details will be provided at the conference

Wednesday, December 5, 2007

7:30am – 9:00am	Grand Ballroom Salon C		Breakfast with door prizes
8:00am – 10:30am	Grand Ballroom foyer		Registration Desk open
9:00am – 9:45am	Windsor Ballroom Salon 1	Sharon McLawhorn McNeil East Carolina Univ.	Security Awareness - Protecting Sensitive Data
			The primary objective of Security Awareness is to protect the confidentiality, integrity, and availability of sensitive data as it is stored, maintained, and transmitted from devices such as desktops, laptops, networked systems, PDA's, or other mobile devices. In giving this presentation, I will cover: why security awareness is important, defines the characteristics of sensitive data, examines areas of compliance such as HIPAA, and the NC Identity Theft Protection Act, explain how information is stolen, and what we can do to protect the data we are entrusted with on a daily basis. Overall, I will provide an overview of the key elements of the Security Awareness and how to comply.
	Windsor Ballroom Salon 2	Suzanne Cadwell UNC Chapel Hill	Multiple questions, choices: selecting a class response system
			Multiple questions, choices: selecting a class response system In response to concerns raised by UNC-Chapel Hill faculty and students, in Spring 2007 the ITS-Teaching and Learning division at UNC-Chapel Hill recommended eInstruction's Course Performance System (CPS) as a campus standard for instructors wishing to adopt a class response system. In this session, participants will consider the following questions, which stem from the lessons we learned during our evaluation and recommendation processes: 1. Will students be purchasing the devices themselves? Individual departments? The institution as a whole? 2. What are the current and historical adoption patterns on your campus for these systems? 3. What

			range of questioning strategies do the systems support? 4. How will systems integrate with operating systems, desktop software, your learning management system(s), and your campus network? 5. What levels of support will the vendor provide? 6. How have vendors addressed security, privacy, and accessibility considerations? 7. How will vendors' product development plans fit with your institutional time lines? 8. What developments in mobile technologies will eventually make these systems obsolete? At what point will this obsolescence happen?
	Victoria	Mike Yelverton UNC Wilmington	Transition to a Controller Based Wireless network
			This presentation will detail the process UNCW went through when changing over from autonomous wireless access points to a controller based wireless network using lightweight access points. Also discussed will be the catalyst for this move, which was the rollout of wireless coverage into all of the UNCW Residential areas.
	Swannanoa	John Pertalion Oscar Knight App State Univ.	An Open Source Enterprise VPN Solution with OpenVPN and OpenBSD
			A virtual private network is a communications network tunneled through another network. One application of a VPN is secure communications through the public Internet between a client computer and a specific network. At Appalachian State University, we use this type of configuration to allow faculty, staff and vendors secure access to Appalachian State University's internal network from any location that has an Internet connection. To implement our virtual private network project, we needed a secure VPN that is flexible enough to work with our existing network registration and LDAP authentication systems, has simple client installation, is redundant, allows multiple VPN server instances for special site-to-site tunnels and unique configurations, and can run on multiple platforms. Using OpenVPN running on OpenBSD, we met those requirements and also got the ability to dynamically allow users access to their personal on-campus computers and a distributed administration system that allows select users to allow VPN access to specific computers for external users and vendors without requiring intervention from our network or security personnel. Our

			presentation will start with a simple overview of virtual private networks and then delve specifically into the structure and implementation of the VPN solution here at Appalachian State University. It is a secure and flexible system built with free, open source tools that should interest security and network personnel throughout the UNC system.
	Alexander	Charles Elton East Carolina Univ.	Managing the Evolution of VHS and DVD Capture in a New Multimedia Development Center
			The William E. Laupus Health Sciences Library is the heart of East Carolina University's Academic Health Center. Laupus Library is located in the new 300,000 square foot Health Sciences building adjacent to the School of Allied Health Sciences and the School of Nursing; and in close proximity to the Brody School of Medicine and Pitt County Memorial Hospital. In May of 2006, corresponding to the move into the new building, a Multimedia Development Center was established. For two years prior to this, Laupus Library had provided streaming media services, primarily to Brody School of Medicine faculty, converting VHS tapes and DVD's to digital files for streaming using a proprietary hardware and software solution. Because of the closer association of Laupus Library to the School of Allied Health and School of Nursing the number of faculty requesting VHS tapes and DVD's converted to digital files for streaming increased greatly, resulting in a need for expanding capture capability in the lab. Many hardware and software solutions were tested before arriving at the current combination of efficient and dependable hardware and software. This presentation will describe the evolution to our current configuration and how development was managed while continuing to maintain this important service for Division of Health Sciences faculty.
9:45am – 10:15am	Grand Ballroom foyer		BREAK
10:15am – 11:00am	Windsor Ballroom Salon 1	Ellen McDaniel Troy Hurteau NC State Univ.	Multi-Channel Publishing of XML Content

			XML has been widely adopted in content-management systems used in business, industry, and now education. XML underpins the content authoring, management, and publishing of content, but what are the important XML standards that are making this process work? Among them is IBM's Darwin Information Typing Architecture, now an OASIS standard (http://dita.xml.org), which, with its low barrier of entry (a minimalist topic-based architecture built on three base types--concept, task, reference--with a powerful mapping capability to create books, web sites, and online help), can be used productively by the individual as well as the enterprise. Because it is based on the separation of content from presentation, DITA/XML changes the traditional writing-publishing model to one that supports re-purposing and reuse via structured authoring and XSL/XSLT post-processing to the desired output. This presentation shows a sample authoring scenario with publishing to targeted outputs (print, web, and help) and audiences.
	Windsor Ballroom Salon 2	Lisa Outlaw Office of the State Auditor	Office of State Auditor Update and Discussion
			Annual update for Office of State Auditor's audits for Universities. Will present current year's schedule for IS General Controls Review at the universities. Will discuss the focus of these audits, especially the UNIX and Oracle Audit programs. Discussion of the IS Audit's work as part of the annual financial audits of the universities, including the UNIX scripts and Oracle scans to be ran and requests for files including the audit file and Banner Security Files.
	Victoria	Joe Schuch UNC Chapel Hill	Case Study: The UNC Classroom Budget Model (Total Cost of Ownership)
			Too often, investment in instructional technology is treated as one-time capital improvement. Deconstruct the classroom support budget model approved by the Provost's Classroom Committee at UNC. Discover metrics that identify the real, ongoing costs of operating high-tech facilities. Learn about project lifecycle costs and how to qualify/quantify customer support needs.

	Swannanoa	Keith Alexander UNC Chapel Hill	The ITS Control Center: A 24x7x365 Monitoring, Communications and Emergency Procedure hub for UNC-Chapel Hill
			The ITS Control Center is a 24x7x365 operations center that monitors all critical systems and services for the UNC-Chapel Hill campus. We monitor and manage 3 data centers, monitor and react to network security events for the campus, and maintain a vast knowledgebase of information that allows us to react to almost any given situation. Because of the uniqueness of our organization within the UNC system, we wanted to see if it would be possible to offer a singular presentation on Disaster/Crisis Communications and Preparedness and how it relates to us and our day-to-day business.
	Alexander	Saroj Primlani Lisa Fiedor NC State Univ.	Online Assessment Tools – do they provide a valid assessment of learning for students with a disability?
			Chikering and Gamson in their “Seven Principles for Good Practice in Undergraduate Education” urge instructors to give prompt feedback, emphasis time on task, communicate high expectations, and respect diverse talents and ways of learning. Both teaching and learning is improved when these principles are followed. Curriculum, instruction and pedagogy when linked with good assessment strategies, provides excellent measure of teaching and learning effectiveness. Universal Design for Learning recommends multiple representations of the same information to give learners various ways of acquiring knowledge and multiple ways of expression as alternatives for demonstrating what they know. Technology enables educators to use Principles of Universal Design to develop targeted learning materials and teaching strategies to accommodate for students learning style, learning pace and modalities for demonstrating mastery of learning to meet the course objectives. Most online tools include flexible modalities, methods and material for assessment and flexible means for learners to respond, providing opportunities to assess broad spectrum of learners. When well designed, they can be used to exploit the need to integrate activity, expectations, interaction, and responsibility with the diversity of learning styles and functional capabilities of the learner. However, when these tools limit, prevent or make it difficulty for the student to perceive, understand and/or respond effectively, the tool can be a barrier

			to valid assessment. The evaluation measurement may indicate limitation of technology rather than a valid measure of student learning The presentation will discuss how students with disability interact with information technology, barriers to access, universal design practices and strategies for using technology to assess student learning.
11:15am - Noon	Windsor Ballroom Salon 1	Bob Bentz East Carolina Univ.	Virtualization Downsizes the Data Center
			ECU faced a critical problem, the Data Center was at capacity on UPS Power and Chilled Water cooling. How could we continue to grow the Data Center yet manage the critical environmental infrastructure and remain flexible. We needed to consolidate, standardize, and streamline our environment. We'd like to show how ECU consolidated to the minimum possible number of machines and operating systems. Decreased the complexity and improved utilization. Standardized our operating system images and provisioning systems, and provided some limited growth potential through virtualization. The purpose of this presentation is to highlight the difficult problem facing data centers today and share our experience on how the benefits of Virtualization gave us breathing room in the Data Center.
	Windsor Ballroom Salon 2	Susan Hensley UNC Greensboro	Banner DR Hot Site Proof of Concept
			UNCG stated client recovery time objective for Banner has been defined to be 2 days. Asked to design an environment which could meet this expectation, UNCG's Systems and Networks team has designed a proof of concept solution to create a Banner DR Hot Site to be hosted at Appalachian State. At this writing the initiative is in design phase with plans to be implemented prior to UNC CAUSE 2007. This presentation will discuss the design of the environment and status of this initiative. Discussion about future collaboration efforts will be solicited from all participants.
	Victoria	Elizabeth Evans	Why I Use Facebook (and why you should, too)

		UNC Chapel Hill	
			The phenomenon of social networking software like Facebook has been widely publicized in academic publications as well as the mass media. On the UNC-Chapel Hill campus, over 90% of first year students are Facebook users. But is there utility for faculty and staff? Yes! This presentation will describe uses of Facebook that can benefit many segments of our university communities. Opportunity will be provided for the audience to share their own experiences with Facebook and other social networking software.
	Swannanoa	Jordan Meyer UNC Chapel Hill	The New Assessment Imperative: Measuring IT Contributions in Higher Education
			Over the past two decades, colleges and universities in the U.S. have spent billions of dollars on Information Technology. Much of the "evidence" about IT's impact often involves anecdotal accounts of perceived benefits. IT Professionals lack the hard data to document the beneficial effect these investments are having on instruction, operations, and productivity. This presentation will relay a methodology which positions the ITIL best practices for IT Service Management within a Balanced Scorecard designed for University IT Departments. The Scorecard translates measurable successes in ITIL's process areas into tangible benefits to the University mission. We will explore the links between employee satisfaction and training, operational excellence, and customer satisfaction and discuss how to identify and communicate the most important metrics in these areas. Whether you are interested in creating a central repository for a set of metrics to be used by multiple IT groups, or are a manager of a single IT group or division, this methodology will help organize your goals and translate your strategy into objective, measurable initiatives.
	Alexander	Elizabeth Hosier UNC Wilmington	A new department – strategy for institutional process management
			In June 2007, UNC Wilmington's Information System Technology Division did a major reorganization. One of the outcomes of the reorganization was the creation of the Department of Technology Needs Assessment and Consulting. This new department is engaged in the coordination of needs assessment and planning for new and potential IT initiatives across the university. A major component of these efforts will be process improvement

			and project management, particularly focusing on performance improvements that scale with the university to solve institutional operation issues and the optimization of performance. This session will discuss the formation of the new department and the development of the mission, goals, staff, and processes. It will also address how the department's mission fits into UNCW's strategy for institutional process management and, furthermore, President Bowles' charge to "operate more efficiently and effectively in order to redirect every single dollar we possibly can to the classroom and to the 200,000 students we're responsible for educating."
12:00pm			
Conference Ends			