

# Office of Computing and Communications Services

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## *Expanded Statement of Institutional Purpose*

### **Institutional Mission Reference**

The mission and major goals of Old Dominion University can be found in the University's Catalog and the 2000-2005 Strategic Plan. An important part of the University's mission to provide the information technology infrastructure and support services to enhance the manner in which faculty engage in their dual mission of instruction and research; students utilize technology-assisted learning environment aids to attain new levels of skills and knowledge; and staff incorporate technology to improve administrative functions and streamline workflow in support of the University's endeavors.

### **Institutional Goal(s) Supported**

The Office of Computing and Communications Services is committed to providing a technical environment that encompasses the full spectrum of technologies; including microcomputers, workstations, networks, central servers, and supercomputers. To support the technology environment, major emphasis is placed on establishing standards that allow integration of the technological environment, providing support services to aid in the use of the technology, and developing software that provides enhanced functionality for the University.

## *Intended Objectives for your unit, Methods for Assessment, and Criteria for Success*

### **Intended Objective 1**

Improve and enhance the available technology resources to support instruction and research throughout the University by implementing core server infrastructure upgrades and replacements.

**Method for Assessing Objective 1 and Criterion for Success:** Collect and document information on core infrastructure servers using expected capacity requirements (processor speed, load/utilization, disk space utilization), operating system version, application version, useful life cycle, and required operational time as criteria.

### **Intended Objective 2**

Improve and enhance the available technology resources to support instruction and research throughout the University by implementing core network infrastructure upgrades and replacements.

**Method for Assessing Objective 2 and Criterion for Success:** Collect and document information on core network infrastructure using expected capacity requirements (bandwidth and application), useful life cycle, new functionality, and required operational time as criteria.

### **Intended Objective 3**

Improve and enhance the available technology resources to support instruction and research throughout the University by implementing core desktop enhancements and replacement strategies. The following strategic initiatives also apply.

Standardize and improve technical equipment on campus and at distance sites.

Develop and implement a policy on software selection, licensing and distribution to distance learners.

Recommend computer-purchase policies for the campus (i.e., recommended and supported hardware and software)

**Method for Assessing Objective 3 and Criterion for Success:** Collect and document information on core desktop systems using expected capacity requirements (processor speed, etc.), operating system version, application version, useful life cycle, requested functionality and required operational time as criteria.

**Intended Objective 4**

Improve and enhance the available technology resources to support instruction and research throughout the University by implementing systems that improve use of technology for teaching and learning. The following strategic plan initiatives apply.

Enhance the TELETECHNET infrastructure to support testing and assessment.

Develop a limited number of Web-based courses and policies and procedures to support them.

Develop asynchronous learning elements that will enable the University to place all of its TELETECHNET courses and degree programs on the Internet via fully streaming video and/or be distributed via other technologies not connected to a specific site.

Enhance computer laboratory facilities to serve students studying engineering, computer science, and information technology.

Develop and implement a policy on software selection, licensing, and distribution to distance learners.

**Method for Assessing Objective 4 and Criterion for Success:** Collect and document information on technologies supporting the e-learning initiatives of the University.

**Intended Objective 5**

Improve and enhance the available technology resources to support instruction and research throughout the University by implementing core back-end infrastructure upgrades and replacements. The following strategic plan initiatives apply.

Develop integration between Banner and Lotus Notes to support student email generation and password information.

**Method for Assessing Objective 5 and Criterion for Success:** Collect and document information on core back-end systems using expected capacity requirements (load/utilization), operating system version, security, useful life cycle, requested system enhancements, and required operational time as criteria.

**Intended Objective 6**

Improve and enhance the available technology resources to support instruction and research throughout the University by implementing systems to support new programs and initiatives of the University. The following strategic plan initiatives apply.

Develop a comprehensive training program on the use of computational and communications technology.

**Method for Assessing Objective 6 and Criterion for Success:** Collect and document information on required services of new programs and initiatives.

**Intended Objective 7**

Improve and enhance the available technology resources to support instruction and research throughout the University by implementing core computational system upgrades, enhancements, and replacements. The following strategic initiatives also apply.

Develop and implement specialized on-campus high performance computational facilities to meet the research needs of the University faculty.

Establish a means to provide centralized technical support and shared high-performance services to complement the research mission of the University.

Implement a general purpose data analysis and software application service center for the University community and its corporate partners.

**Method for Assessing Objective 7 and Criterion for Success:** Collect and document information on core computational systems using expected capacity requirements (processor, memory, and disk utilization), useful life cycle, new functionality, and required operational time as criteria.