General Information

AST Campgrounds
Monday 10:00-5:00
Tuesday 8:00-5:00
Wednesday 8:00-5:00

The Alliance for Strategic Technologies (AST) was formed to facilitate closer interaction and coordination among those U-Wide IT programs providing services to campuses. The Alliance for Strategic Technologies (AST) is comprised of SUNY's major University-wide technology programs. It facilitates collaboration of the activities and services provided by those programs.

The AST Campground is designed so that participants can walk-in and ask questions of staff from the programs that comprise AST about any technology, issues, problem, etc. While the staff in the AST Campground may not know the answer, they will have access to staff that may be able to help. If you would like to have a reserved time to address a specific area contact ITEC or SICAS staff.

Most presenters will be available at the Campground after their presentation (and some before if presentation is at end of day or end of conference) for questions on their presentations or questions on the products and services they represent.

Reserved Meeting Rooms
Monday 10:00-5:00
Tuesday 1:30-5:00
Wednesday 8:00-5:00

This year, there are rooms available for Wizard attendees to have meeting as needed. This is being offered help facilitate better communications between IT staff of different organizations and campuses. We believe this type of collaboration will be critical in the future to help meet the needs of your campuses.

So if you only have met a person on the phone, or over email, this is the opportunity to have face-to-face time. If attendees find they would like a time and place to discuss a topic just schedule the room. This is not structured in anyway. It is designed for SUNY IT colleagues to be able to exchange information or just get together.

While you are at the Wizard you may schedule / reserve time by signing up at the Wizard registration area. It will be on a first come first serve basis.

If you would like to reserve time in advance, please contact the SUNY Center for Professional Development (CPD, formerly called the SUNY Training Center) to make a reservation.

Contact Cherie at:
315-233-3052 x109
www.cpd.suny.edu
Let’s Go To Lunch
Any lunch at the Wizard

Once again, ITEC is inviting you to lunch. This has been done at previous Wizards very successfully. ITEC provides informal time to talk and understand issues campuses are facing. For campuses it provides an opportunity to get acquainted or re-acquainted with ITEC staff and services.

If you would like to setup a lunch with ITEC during the conference please contact us. Send requests to Linda.Delany@ITEC.SUNY.edu or call 1-716-878-4832. If you have specific topics or staff you would like to meet with please include this in your request.

There is no charge to you for the lunch or the time. ☺
Monday Conference Sessions

SLN Update
Monday  10:00-10:30

Session Coordinator
Pat Murphy, CPD, Director
pmurphy@cpd.suny.edu

Presenter
Carey Hatch
Carey.hatch@suny.edu

Presentation Abstract

This presentation will provide an overview of SLN’s current status and future plans in the areas of organization, governance, and services. Topics will include:
An overview of the current SLN organizational status both internally and within the office of the Provost.
- General state of the SLN program – service overview
- Integration points – ITEC, SICAS, SUNYNet
- Current discussions regarding SLN governance
- Review of basic policies to date
- Activities and plans for migration to a new help desk application
- Activities and plans for evolution of the SLN Catalog
- Activities and plans for faculty development and support
- Activities and plans for providing access to SLN research data
- Timeline for ANGEL upgrade
- Status of E-portfolio support
- Opportunities for working with additional CMS vendors
- Questions and answers

Angel Update
Monday  10:30-12:00

Session Coordinator
Pat Murphy, CPD, Director
pmurphy@cpd.suny.edu

Presenter
Phill Miller
pmiller@angellearning.com

Presentation Abstract

This session will focus on recent Angel product updates, integration initiatives and future product plans.
Blackboard Update
Monday 1:00-2:00

Session Coordinator
Pat Murphy, CPD, Director
pmurphy@cpd.suny.edu

Presenters
Matthew Davis
Matthew.davis@blackboard.com
Jack Sharon, Manager Technical Solutions Engineering, Bb
jack.sharon@blackboard.com
508-230-8788

This session will discuss how the Blackboard Academic Suite is evolving, with a focus on integrating student engagement and outcomes assessment. It will include content on WebCT technology and Blackboard technology integration, social learning and other new, innovative approaches for learning. It will also provide an outline of the future Bb product strategy and roadmap with some information on related technical considerations.

SLN-ITEC Hosting Angel
Monday 2:15-3:00

Presenter
Mike Notarius, ITEC CTO
Mike.Notarius@itec.suny.edu

The University has been offering hosting services for CMS/LMS since the mid 90's. The initial focus was on full asynchronous courses. Initially developed in IBM Lotus Notes, a decision was made to move to a University preferred application from Angel Learning. During the past year a University-Wide Contract was agreed to by SUNY and Angel, a Pilot of three campuses was established last fall with implementation for the Pilot in the spring. This has continued to this fall with over 20 campuses now participating in the SLN-ITEC hosting services.

This presentation will start with a review the status of the "Classic" SLN hosting that is schedule to be converted to Angel by August 2009. The presentation will focus on the infrastructure (IT architecture and IT support services) available for campuses that elect to use the SLN-ITEC hosting.

The SLN-ITEC hosting of Angel IT topics includes:

Server Tiers
- Tier A: Development
- Tier B: Test
- Tier C: Training / sandbox / upgrade
- Tier D: Production
- Tier E: Reporting
- Tier F: Archive
- Tier G: Restore

Architecture – High Availability Architecture (HAA), performance, scalability

Updated 10/29/2007
• Monitoring of services
• Networking – LAN, WAN (Internet), Security (firewall, packet shaping, SSL, etc.), load balancing, and failover strategy
• Server – CPU, virtualization, OSs, utilities
• Storage - disk and tape
• Local replication – server, disk, network
• Environmental – UPS, Generator, AC (current and capital improvements)
• SUNY's Identification Management direction

Outage of Service Notification
• Listservs
• Web site – http://status.suny.edu
• Electronic notification for supporters of end users

Business Continuity / Disaster Recovery
• Requirements – data loss and recovery time
• Dual Data Center Project – overview, OAS data center
• What is included – production, training / sandbox / upgrade
• Decision process for use of BC/DR site
• Data backup schedules

Course Restorations
• Expectations
• What it takes to do

Support Services
• Data Base Administration (DBA) of Microsoft SQLserver
• Operating System (OS) administration and related utilities
• Integration assistance
  o Identify Management
  o Student Information System (SIS, Banner) / XEI
• IT problem resolution with Angel
• Networking

Recent service outages
• What is being done to help prevent them in the future.
Identity Management – SLN
Monday 3:15-4:00

Presenter
Jeremy Binger
Jeremy.Binger@suny.edu

Presentation Abstract

This session is a subset of the SUNY Identity Management presentation given earlier today as part of the Banner track. It will presents the standards being deployed for campuses to have their users access (usercode, password, and authorizations) to SLN with near single sign on (NSSO). The standards are based on recommendations of the SUNY Security Working Committee (SWC) which published “Identity Management Shared Attribute Specification” that describes user information that SUNY is required to maintain and potentially share between all SUNY entities.

The session is intended to be a review and update for those who have been at previous presentations and for the audience that is new to the “Identity Management Shared Attribute Specification” an introduction and how this will enhance the campus ability to provide the user access to University-Wide Services with a focus on SLN.

This session will:

- Update the status of the implementations of the recommendations for SLN-ITEC hosting of Angel.
- Review the eduPerson specification and SUNY’s extension to these specifications for specific SUNY requirements.
- Describe the mechanism by which a federated security model is being be implemented using Shibboleth. (See Shibboleth project, http://shibboleth.internet2.edu/ for technical reference)
- Review the model that has been developed where campuses will have the responsibility to provide the look to their users for access to Angel. This means the campus will have complete control of the look and feel for their users; usercode and password authentication; and authorizations to the applications (who can get to what on behalf of the campus). This has recently been called the “2.5 Model”.
**XEI Update**  
Monday 4:00-4:30

Session Coordinator  
Carey Hatch, Interim Director SLN  
Carey.hatch@suny.edu

Presenter  
Doug Cohen  
Doug.cohen@suny.edu  
518-443-5838

This session will provide a status overview, plus a planning timeline for tool changes. Topics include:

- Basic overview of current functionality – e.g. loads, updates, deletes
- Requirement for SUNYNet VPN
- Current campuses using XEI
- Overview of SICAS process
- Common issues
- SUNY’s part in XEI development with Banner
- Campus comments
- Questions and answers

**Reports from ANGEL Focus Groups**  
Monday 4:30-5:00

Session Coordinator  
Pat Murphy, CPD, Director  
pmurphy@cpd.suny.edu

Presenters  
Doug.Cohen@sln.suny.edu  
518-443-5838  
heisem@sunyocc.edu  
315-498-2822

Presentation Abstract

Several SUNY people are participating in ANGEL focus groups for product enhancements. Participants will discuss the activities of the focus groups they are participating in, the process that ANGEL is using and insights into the impact that the enhancements may offer to SUNY ANGEL users. Doug Cohen will discuss institutional hierarchy and Mike Heise will supply an update on ANGEL reporting and enhancements planned for the discussion functions.
Business Continuity / Disaster Recovery Requirements for Emergency Operations Centers
Monday 1:00-3:00

Session Coordinator
Rich Johnston, TOA
johnstr@sunysuffolk.edu

Presenter
Peter Alberti, Commissioner of Emergency Management for Onondaga County

TOA Roundtable
Monday 3:15-5:00

Session Coordinator
Rich Johnston, TOA
johnstr@sunysuffolk.edu

Banner Roadmap
Monday 10:00-12:00

Session Coordinator
Charles Young, Executive Director, SUNY SICAS Center
youngca@oneonta.edu

Presenter
Bob Marsilio, Vice President, Common Component Development, SunGard Higher Education
bob.marsilio@sungardhe.com

In this session we will give an update on Banner and other UDC products. Specifically we will discuss the Banner Technology Roadmap, give an update on Enrollment Management including a product demonstration, and discuss the Banner 8.0 release and beyond. We will also have a high-level discussion on Identity Management and Business Intelligence as a lead in to detailed sessions that follow.
Banner Identity Management
Monday  1:00-2:00

Session Coordinator
Charles Young, Executive Director, SUNY SICAS Center
youngca@oneonta.edu

Presenter
Dan Sterling, Chief Architect, Technology Strategy, SunGard Higher Education
Dan.Sterling@sungardhe.com

This session will review how Banner and other SunGard HE applications will participate in an
Identity Management controlled environment. We will review the architecture and components
required to support user provisioning scenarios in Banner General 7.5.1. We will also review the
new SSO strategy supported in Banner 8.0.

Note: This is a technical session and not an introduction to Identity Management concepts.

SUNY Identity Management Update
Monday 2:00-3:00

Presenter
Jeremy Binger
Jeremy.Binger@suny.edu
Paul Lunde
Paul.Lunde@suny.edu

This session presents the standards being deployed for campus to have their users access
(usercode, password, and authorizations) to user University-Wide Services with near single sign
on (NSSO). These standards were based on recommendations of the SUNY Security Working
Committee (SWC) that has representative members from SUNY campuses, System
Administration, ITEC, Research Fund, SICAS, SLN, and Library Services. The SUNY Security
Working Committee (SWC) published “Identity Management Shared Attribute Specification” that
describes user information that SUNY is required to maintain and potentially share between all
SUNY entities.

The session is intended to be a review and update for those who have been at previous
presentations and for the audience that is new to the “Identity Management Shared Attribute
Specification” a introduction and how this will enhance the campus ability to provide the user
access to University-Wide Services.

This session will:

- Update the status of the implementations of the recommendations for various University-
  Wide Services providing services to campus users for SUNY Business Systems and the
  SLN-ITEC hosting of Angel.
- Review the eduPerson specification and SUNY’s extension to these specifications for
  specific SUNY requirements in University-Wide Services.
- Describe the mechanism by which a federated security model is being be implemented
  using Shibboleth. Ultimately all SUNY service (University-Wide Services and services
  provided University-Wide from vendors) providers evolve to a federated strategy for
information exchange using a well established framework such as the Shibboleth framework. (See Shibboleth project, http://shibboleth.internet2.edu/ for technical reference)

- Review the model has been developed where campuses will have the responsibly to provide the look to their users for access these University-Side Services, such as Angel. This means the campus will have complete control of the look and feel for their users; usercode and password authentication; and authorizations to the applications (who can get to what on behalf of the campus). This has recently been called the “2.5 Model”.

**Banner Business Intelligence Direction**
Monday 3:15-4:00

Session Coordinator
Charles Young, Executive Director, SUNY SICAS Center
youngca@oneonta.edu

Presenter
Bob Marsillio

Presentation Abstract

Sungard will present (and discuss) its Business Intelligence product and architecture roadmap for the foreseeable future

**Banner Enterprise Architecture**
Monday 4:00-5:00

Session Coordinator
Charles Young, Executive Director, SUNY SICAS Center
youngca@oneonta.edu

Andrew G. Nagorski
General Manager, Innovation & Enterprise Consulting Services, SunGard Higher Education
andrew.nagorski@sungardhe.com

Enterprise Architecture is the newest methodology in IT and has made inroads within higher education. The sessions will provide a quick overview of an Enterprise Architecture model specifically designed for higher education. This session will demonstrate 1) how you can use Enterprise Architecture as an approach for planning and connecting your institutional initiatives and 2) how you can more effectively provide support to other organizations within your institution.
Tuesday Sessions

Apple iTunes University
Tuesday 8:00-10:00

Session Coordinator
Mary Ann Corsetti, Director, U-Wide IT Contracting
MaryAnn Corsetti@suny.edu

Presenter
Rick Bettencourt, Apple Corp.
RickB@Apple.com

iTunes University provides higher education institutions an innovative way to get audio and video content out to their students. Presentations, performances, lectures, demonstrations, debates, tours, archival footage . . .

iTunes University was created in collaboration with colleges and universities that were looking for ways to expand and enrich their curricula with digital content. iTunes University is based on the Apple’s iTunes Store. Now there’s an area of the iTunes Store devoted entirely to education, where it’s easy to search thousands of audio and video files from schools across the country.

In addition, Colleges and universities build their own iTunes University sites. Faculty post content they create for their classes. Students download what they need, and go.

Just like the iTunes Store, the popularity of iTunes U has exploded. Already, more than half of the nation’s top 500 schools use it to distribute their digital content to students — or to the world. Any school can open all or part of its site to the public, from alumni to parents to anyone with a love of learning.

iTunes University is also a resource that any higher–education institution in the U.S. or Canada can implement. A representative from Apple will provide detailed information about that company’s iTunes University offering to higher education, as well as the logistics for participation by SUNY campuses.

Related information can be found at:
RightAnswers Unified Knowledge Suite – University Edition delivers high-impact content, innovative technology solutions and value-added services that enable Universities to improve the support experience for students, faculty and staff, increase support capacity at the help desk, and reduce overall support costs. RightAnswers is uniquely focused on delivering knowledge to self-service users and support analysts by providing a total solution that includes software, pre-written content, content development services, and an unmatched client success approach that involves working directly with our University clients to drive user adoption and ensure content effectiveness.

The RightAnswers Unified Knowledge Suite – University Edition consists of a comprehensive set of web-based software (Self-Service Portal, Support Analyst Portal and a knowledge management tool - Solution Manager), knowledgebase content (RightAnswers pre-written Knowledge-Paks® and University-specific content), and value-added services that are easy to implement, easy to use, and easy to manage. The entire focus is centered on the resolution stage of the support equation.

The University Edition provides higher education institutions with a self service platform designed for students, faculty and staff to resolve their own problems through a customizable user experience. It also allows for students, faculty and staff to request help desk assistance through self service ticketing and provides tools that enable support analysts to enhance the current level of available support. In addition, the University Edition's Group Personalization functionality provides a vehicle for Universities to make knowledge accessible to the entire user community, while segmenting that knowledge based on specifically-defined user groups (i.e. students vs. faculty & staff).


- 24x7 support channel for Students, Faculty & Staff
- Centralized knowledgebase consisting of pre-written knowledge for standard software applications (MS Office, Windows, Adobe, Lotus, etc.) as well as Higher Education titles (Blackboard, WebCT, Angel Learning, Banner, Jenzabar, etc.).
- Ability to add University-specific content to the knowledgebase.
- Customization of the user interface to suit the needs of groups or individuals
- Ability to request new solutions to the knowledgebase
- Reporting & Analytics to track usage, identify trends and ensure content effectiveness.
- Guidance with marketing, driving user adoption, content development, training, and ongoing customer support.
• Provides personalized, enhanced support for delivering related, useful, and self-educating solutions (via features such as FAQs, Did You Knows, New and Noteworthy, and My Favorites)
• Integration with existing Help Desk applications (including self-service ticketing, ticket status checks, and access to the knowledgebase)

Additional Information

Vendor
RightAnswers, Inc.
67 Walnut Avenue
Suite 210
Clark, NJ 07066
Phone: 732.396.9010
Fax: 732.396.9011
info@rightanswers.com
http://www.rightanswers.com

Scott B. Dalstrom
Regional Sales Manager, RightAnswers, Inc.
(732) 396-9010 x109

Oracle Reporting – Business Intelligence (BI) Direction (OBIEE)
Tuesday 1:30-3:00

Session Coordinator
Dan Brint
Dan@itec.suny.edu

Presenter:
Marc Kelberman
marc.kelberman@oracle.com
1-781-744-0684

With acquisitions of Seibel and Hyperion Oracle is establishing a direction for Business Intelligence. In this session they will discuss what Business Intelligence IS and how Oracle's OBIEE (Oracle Business Intelligence Enterprise Edition) suite of products can help deliver 'intelligence.'

Oracle Business Intelligence Suite Enterprise Edition Plus (EE) is a comprehensive BI platform that provides the best foundation for building enterprise BI solutions. Featuring a unified, highly scalable, modern architecture, BI EE provides intelligence and analytics from data spanning enterprise sources and applications, empowering the largest communities with complete and relevant insight. It includes a full range of easy-to-use and intuitive end-user tools such as Interactive Dashboards, advanced reporting and publishing, full ad hoc analysis over the Web, proactive detection and alerts, mobile analytics, Microsoft Office integration, Web Services and business process integration, and more. Oracle BI EE Plus also bundles key Hyperion reporting products for integrated reporting with Hyperion financial applications.

Related information can be found at:
Oracle's PII Vault, Data Vault and Audit Vault
Tuesday 3:15-4:00

Session Coordinator
Dan Brint
Dan@itec.suny.edu

Presenter:
Marc Kelberman
marc.kelberman@oracle.com
1-781-744-0684

With a focus on security Oracle has released a number of products to enhance the security surrounding your most critical asset - information. As an aside - here is a nice 'reality check' from Oracle: “How Secure is Higher Ed” http://www.oracle.com/industries/education/roadmap.html
The following 3 topic address how oracle products and solutions based upon their products can be used to improve data security.

PII Vault

• Offers an approach to consolidate (“personally identifying information” http://en.wikipedia.org/wiki/Personally_identifiable_information) from multiple databases into a single repository that is heavily secured and encrypted. The various databases from which this information is obtained are left with 'meaningless' but 'workable' versions of the data such that your application continues to function seamlessly but the most sensitive info is 'scrambled' and moved elsewhere. The sensitive information is then delivered back to the end user via their application seamlessly. PII Vault is a solution made up of various products for which SUNY has licenses (RDBMS, SOA, and ASO (advanced security option)).

• The purpose is to facilitate an understanding of Oracle's Secure Social Security Number (SSN) Vault, a solution that allows higher education institutions to centralize and protect sensitive data like personally identifiable information (PII) such as the SSN.

Database Vault

• Oracle Database Vault helps protect against the insider threat and address regulatory compliance needs such as Sarbanes-Oxley (SOX) and PCI. Oracle Database Vault can prevent highly privileged users, including powerful application DBAs and others, from accessing sensitive applications and data in Oracle databases outside their authorized responsibilities. Oracle Database Vault can protect existing applications quickly and easily and requires no changes to your applications. Oracle Database Vault supports Oracle Database 11g, Oracle Database 10g Release 2, and Oracle Database 9i Release 2.

Audit Vault

• Oracle Audit Vault reduces the cost and complexity of compliance and the risk of insider threats by automating the collection and consolidation of audit data. It provides a secure and highly scalable audit warehouse, enabling simplified reporting, analysis, and threat detection on audit data. In addition, database audit settings are centrally managed and monitored from within Audit Vault, reducing IT security cost. With Oracle Audit Vault, organizations are in a much better position to enforce privacy policies, guard against insider threats, and address regulatory requirements such as Sarbanes-Oxley and PCI.

Related information can be found at:
http://www.oracle.com/database/audit-vault.html

Updated 10/29/2007
Service Outage Notification

Note: This same presentation is being offered at two different times
Tuesday 8:00-9:00 and Wednesday 8:00-9:00

Presenter
Mike Notarius, ITEC CTO
Mike.Notarius@itec.suny.edu

Note: Not to be confused with health and safety notification (SEMO/NY ALERT)

Rational

Over the last year there have been three outages that effected University-Wide Services provided through ITEC. One of the major issues was quick and effective notification to end-user of these service outages. This is the first step to improve information to all levels of people affected by a service outage.

There are two parts of the notification: end users and supporters of end users (including program management).

Purpose

• To notify end user support staff and faculty should a University-Wide Service have an outage.
• To provide end users a place (web site) they can get current information on a University-Wide Service Outage.

User Categories

The users are in the following categories:

• End Users. These users use the services offered by University-Wide Programs.
• Supporters of End Users. These are faculty and staff that end users go to when there is an outage of a University-Wide Service. For example, the librarians that are responsible to see the library system are available for patrons; faculty that are teaching courses using the Angel or "Classic"SLN, or the Banner user on a campus.
• University-Wide Program management. This staff has some responsibility for the University-Wide Services that are hosted through the Dual Data Centers.

End User Notification

• To provide end users with information about an outage of a University-Wide Service. The web site http://status.suny.edu is now being developed, located at a third party location that end users should usually be able to get to. Should there be an outage of a University-Wide Service, information will be posted to include current status and if known expected time for the service to be available. The information will be updated on a regular basis to keep end user informed when the next update should be available.

Supporters of End Users

• To notify end user support staff and faculty should a University-Wide Service have an outage.
• Will use a service from 3n online. 3n is a comprehensive mass notification solution that enables organizations to notify groups ranging in size from one to thousands instantly via phone, email, pager, fax, Instant Messenger, SMS, PDA, and more. 3n uses InstaCom Enterprise Edition for this service. 3n offers:
  o Communicate quickly, easily, and efficiently with large numbers of people
o Free key personnel to perform critical tasks by automating manual, time-intensive processes
o Improve effectiveness by eliminating potential failure points due to human error
o Reduce miscommunications or misinformation with accurate, consistent messages
o Increase outreach through process efficiencies that enable more frequent communications
o Comply with legal communication-related regulations through real-time and historical reporting
o Eliminate communication interoperability issues

The presentation will focus on the implementation and current status of this project.

Related information on 3n can be found at:

3n (National Notification Network)
office: 818-230-9700
toll-free: 888-366-4911
http://www.3nonline.com

3n was acquired through Affinity Enterprises, an Authorized Reseller:
Affinity Enterprises
Peg Hylant
phylant@affinityenterprises.net
1-518.693.6344
116 East Ave
Saratoga Springs, NY 12866
http://affinityenterprises.net
Inventory This! Linking Banner Fixed Assets to your Physical Inventory Process

Banner Fixed Assets & Physical Inventory – Monroe CC
Tuesday 9:00-10:00

Presenters
William Wagoner, Director – Network Systems & Application Development, MCC
wwagoner@monroecc.edu
Travis Regan, Property Control – MCC
tregan@monroecc.edu

Presentation Abstract

Come find out how MCC used Banner, ITScriptNet (a third party development system) and barcode scanning PDAs to speed up physical inventorying of college assets and keep Banner in sync with reality. We’ll share our “Lessons Learned”, and give a demonstration of the hardware and software used.

Overview

Using data from Banner and a third party application development platform, MCC developed an application that can be fielded on laptops, PDAs equipped with barcode scanners, or custom Barcode scanning hardware to conduct physical inventories of assets tagged with barcodes. The application uses Microsoft ActiveSync technology to preload all college locations, devices to be inventoried, and their most recent location onto the inventory device. As part of the project, MCC labeled the inside of all campus doorways with location barcodes to simplify the process. Inventory takers can scan a room on entry, be provided with a list of items last found there to assist in finding all tagged assets, and can then just scan assets, or double-click from the list in the case of assets with tags located inconveniently. Once the inventory device is synchronized, Banner Fixed Assets is updated, and the latest location information from all devices is synchronized back to the device. This process has speeded up our annual physical inventory, and has improved the accuracy and timeliness of data in Banner.

Tizor Data Auditing and Protection

Tuesday 10:15-12:00

Session Coordinator
Joe Weber, ITEC, Director for Technology
Joe.Weber@itec.suny.edu

Presenter:
Mike Semaniuk, Tizor, CISSP, Solutions Architect
msemaniuk@tizor.com
978-243-3212

Presentation Abstract

It seems that every day we read a report of another data breach. The threat of mass data breaches continues to increase as attackers become more sophisticated in their approaches to penetrate corporate internal networks and acquire valuable data. Organizations must also deal
with the "threat from within" — privileged users with valid corporate credentials and access to your most sensitive data. This presentation will provide the audience with insight into:

Understanding the data loss facts
• Where does the loss happen?
• Different approaches to protecting your sensitive data
• Defending against the threat of privileged users with malicious intent
• Implications for security focus
• How data auditing and monitoring acts as the foundation of a data protection strategy

Presentation Outline

Understanding the data loss facts
• How do enterprises lose data?
• Privacy Rights Clearing house analysis

Where does the loss happen?
• Data servers are the dominant source of data losses

How does the loss happen?
• How breach incidents are distributed across data loss source

Implications for security focus
• Security focus on core data

Gaps in defense layers
• Types of data breaches and methods of breach detection
• How is stored data being accessed
• Traditional defenses and why they may not be effective against threats to data at the source
• How to detect data breach at the core in real-time

Challenges and architectural considerations
• Data Coverage, monitoring, scaling, auditing, integration

New data auditing and protection technologies
• Where they fit and how they help defend against mass data theft

Data Breach Buzz
• Transition to Higher Ed breach stats
• How they could have been prevented
• Where does data auditing fit in each case

Q & A/Interaction with audience

Mantra Overview
The Tizor's Mantra is a new class of network-based data auditing and protection solution, that provides real-time monitoring, reporting, theft detection, and alerting on all critical data assets in the enterprise. Monitors activity across structured and unstructured data, including databases, file servers and mainframe applications, providing a unified solution that can scale to even the largest data centers.

A passive, non-inline appliance that's transparent to your existing data infrastructure, Mantra plugs into to your network, and has no performance impact on applications, systems or processes. Inspects a mirror of your traffic over the network in real-time. It is not "in line" and has no impact on your network performance. Patent-pending Behavioral Fingerprinting® technology identifies suspicious behavior in real time, and generates alerts to prevent unauthorized user activity. Can also generate a broad range of reports to provide insight into critical activity, including incident reports to analyze events or forensically identify root causes of issues.

Additional Information
Tizor Systems, Inc.
5 Clock Tower Place
Suite 400
Maynard, MA 01754
Tizor Web site: http://www.Tizor.com
ITEC - Administrative Computing Update & Roadmap
Tuesday 8:00-10:00

Session Coordinator
Dan Brint
Dan@itec.suny.edu

Presenters:
Ed Burton
Ed@itec.suny.edu
Dan Brint
Dan@itec.suny.edu
Paul Hebert
Paul.Hebert@itec.suny.edu
Erik Snyder
Erik.Snyder@itec.suny.edu

Overview

The first of a hopefully regularly scheduled presentation during which the Administrative Computing Team (DBAs) from ITEC discuss progress on projects we are engaged with. This wizard our presentation covers the following 4 topics: Oracle Database roadmap, RMAN, Grid Control and DataGuard.

1. Roadmap

ITEC will present (and discuss) its database architecture roadmap for the foreseeable future. This is dominated by the transition from dedicated RDBMS servers to clusters of database servers and application servers. This applies to hosted banner, SUNYConnect and internal applications and makes use of a couple of key Oracle technologies (listed below).

ITEC is also working with Dell, Oracle, SICAS and SunGard on a Proof of Concept project to verify (or not) that an n-tier model utilizing RAC for the database tier and VMware on the application server tier could perform sufficient to host numerous campuses. If this is completed in time we will present a summary of our findings on that as well (in a separate session).

Related information can be found at:

http://www.oracle.com/database/rac_home.html
http://www.oracle.com/appserver/index.html
http://www.oracle.com/enterprise_manager/index.html

2. Grid Control / Enterprise Manager

ITEC has formed a partnership with Oracle as we move forth with our adoption of Enterprise Manager - Grid Control to be a foundational technology for our management of not only Oracle databases and application servers but also database and application servers from Microsoft, Tomcat AND for host OS and network devices. Here we will discuss the ‘vision’, the overall project plan and work done to date.

Related information can be found at:

http://www.oracle.com/enterprise_manager/index.html
3. RMAN
ITEC is moving from a scripted backup environment to one that makes use of Oracle's RMAN product. The plan is to deploy and manage this via Grid Control.

4. DataGuard
Will discuss how ITEC will utilize DataGuard to safeguard campuses databases. DataGuard concepts and practical 'how to' information will be shared.

Note: See Oracle presentation on some of these products.

Additional Information
http://www.oracle.com

Oracle's Enterprise Management
Tuesday 10:15 – 11:00

Session Coordinator
Dan Brint
Dan@itec.suny.edu

Presenter:
Marc Kelberman
marc.kelberman@oracle.com
1-781-744-0684

Oracles Enterprise Manager - Grid Control product can be utilized to manage not only Oracle databases but also Oracle application servers, 3rd party database and application servers as well as (to a degree) host OS and networks.

Your business applications are the driving force that keeps you competitive. Oracle Enterprise Manager is the only management software that provides complete management solution for your business applications with a unique top-down approach. It goes far beyond monitoring and reporting by providing strong monitoring and management, which encompasses end-user experience, internal application processes and flows, as well as the underlying software and system infrastructure.

Related information can be found at:
http://www.oracle.com/enterprise_manager/index.html

There are very good tutorials and documentation on this site showing the functionality of Confluence.
Morrisville 802.11n Implementation
Tuesday 11:00-12:00

Presenters
Craig Brown
brownca@morrisville.edu
Don Smith
smithda@morrisville.edu
Matt Barber
barbermj@morrisville.edu

Presentation Abstract

This session will cover Morrisville’s selection process which culminated with Merlu Wireless, implementation process and student impacts.

System Administration Update
Tuesday 1:00-1:30

Presenter
Dave Powalyk
Dave.powalyk@suny.edu

Presentation Abstract

Dave Powalyk will provide general updates about activities at SUNY System Administration, U-wide programs, etc.
About two years ago the data center management at OAS and ITEC started the project known as the Dual Data Center (DDC). This project is to enhance University-wide services that each offers the SUNY user community. The DDC project is happening and will continue over time. The presentation will include current thoughts on direction. Teams have been set up with staff from each data center to address the most critical needs to provide enhanced services to the SUNY user community.

This presentation will focus on the following:

- Common and differences between the two centers
- Project goals
  - Staffing
  - Architecture
    - Storage-disk and tape
    - CPU
    - Operating Systems and related utilities
    - Networking-WAN and LAN
- Business Continuity / Disaster Recovery
  - User requirements
  - Status
- Current architecture of each data center and future directions

The DDC Storage Team has reviewed storage options to meet the production and development needs of each center. This also included replication of production data to the other center for BC/DR needs.

This presentation will focus on:

- Requirements
  - Performance
  - Scalability
  - Storage tiers
  - BC/DR
- Selected direction
SUNYnet Update
Tuesday 2:30-3:00 (after the DDC Storage Direction presentation)

Presenter
Kevin Stillman, OAS, Manager of Network Planning and Operations
Kevin.Stillman@suny.edu

SUNYnet and ITEC have developed network architecture to support each data center and facilitate connectivity to the Internet, SUNY campuses, New York State Agencies, users who need access from their homes, and other locations. This presentation will include a discussion of policies for campuses connecting to either data center and transferring sensitive information.

The presentation will include:

Policies

SUNYnet Services

Architecture
- Connection of the two data centers
- Connecting to the Internet with multiple providers and local loops
- Security
- Performance

New York State Networking Contract Status

ITEC Technical Architecture Update
Tuesday 3:15-4:00

Presenter
Mike Radomski, ITEC, Manager of Systems and Telecommunications
Mike.Radomski@itec.suny.edu

For the past two years ITEC has presented on its technology infrastructure direction. This presentation will follow up on these presentations and provide the current status of ITEC’s architecture. This presentation will discuss the future direction ITEC’s infrastructure will follow to support the goals developed in the Dual Data Center (DDC) project.

This presentation will include updates on:
- Networking - LAN, WAN, content delivery
- Storage - disk and tape
- Virtualization of servers
- Status of OS direction and related utilities
- Desktop direction status with virtualization of OSs
- Future
  - Relating to the DDC project directions
  - Project Management
  - Unified Messaging
Unified Messaging
The Emergence of Unified Communications: What it Means to You
Tuesday 8:00-10:00

Session Coordinator
Rich Johnston, TOA
johnstr@sunysuffolk.edu

David Kim, INFOSEC Practice Leader for Black Box Network Services

- Migration of the market to Unified Communications
  - Disparate messaging platforms
  - Weak adoption of Unified Messaging and why
  - Key differentiators of Unified Communications
    - Presence awareness
    - Application control of communication channels
- What these new applications mean to business
  - Procedural evolution
    - Call flow control
    - Expert consultation
    - End device optimization
    - The productivity advantage
- What must we do to prepare to take advantage of these applications
  - Uniform identity management systems
    - (We will mention Banner & LDAP)
  - Prepare the LAN/WAN infrastructure
    - (We will mention tele-instruction/Blackboard)
  - Evolve the traditional voice platforms
  - Harden the LAN/WAN infrastructure
    - Includes security policy & infrastructure
    - Inter-organization federation
- Don’t let the next wave become your tsunami
  - The tools are emerging
  - Every leading vendor is addressing the opportunity
  - The time to prepare is here
Emerging Telecommunication and Network Technologies
Tuesday 10:15-12:00

Session Coordinator
Pat Murphy, CPD, Director

Presenter
Dave Molta, Assistant Professor – School of Information Studies, Syracuse University
djmolta@syr.edu

Presentation Abstract
This session will focus on recent developments within ITIL, Data Center Design, Unified Communications, WAN Optimization and Network Access Control. Issues relating to the business justification for, TCO analyses of, and procurement of these technologies will also be touched upon.

Virtual Environments: Expanding Higher Education Learning into 3-D
Tuesday 1:30-3:00

Session Coordinator
Pat Murphy, CPD, Director

Presenter
Marti Harris, Research Director – Gartner Group

cpds.eu/abstracts/1194325.pdf

Presentation Abstract
Virtual environments are online platforms in which participants are immersed in a three-dimensional representation of a virtual space. During this presentation we will look at the characteristics of Virtual Environments/Virtual Worlds to help plan for appropriate choices to support teaching and learning at your institution.

SICAS / Banner Project Managers
Tuesday 10:15-12:00

Session Coordinators
Charles Young
Doug Kahn

Presentation Abstract
This is a forum for individual Banner implementation project managers to share ideas, best practices and schedules.
Dinner Presentation:
*IT Leadership and the Role of the CIO*
Tuesday 6:30-7:30
Presenter
Marti Harris, Research Director – Gartner Group

Presentation Abstract

As higher education institutions face a growing shortage of IT leaders, some executives question the need for a CIO while others see this role expanding. This presentation will look at the role of the CIO and how it has evolved, along with current and future institutional needs for IT leadership. We will also look at how institutions can prepare for the next generation of IT leaders and future models for IT governance.
Wednesday Sessions

Email Options
Wednesday 8:00-5:00
Vendors will have 1.75 hours for their presentation.

Session Coordinator
Doug Kahn, Suffolk County CC, Director of Computer Center
kahnd@sunysuffolk.edu

Presentations by:
SunGard 8:00-9:45
Zimbra 10:15-12:00
Google 1:00-2:45
Microsoft 3:15-5:00

At this year's Fall Wizard there is significant interest from many campuses in re-examining various options for providing students with email. A number of campuses are looking at this for their faculty and administration as well.

We would ask that sessions be structured to insure that a good discussion of various aspects of vendor proposed solution including, but not limited to:

• Hardware
• Network infrastructure
• Directory service integration
• Administration
• Functionality
• Redundancy
• Virus/Spam protection
• Hosting either at the vendor or via ITEC
• Policy
• Legal/contractual issues
• Total cost of ownership; both start up and over a five year ownership for both large and small size institutions.

We realize that two hours is a short period of time in which to cover such a broad range of subjects. However, we also feel it will be best for the audience and have scheduled vendors in one day to keep things fresh.

We have told vendors to present their solution on its technical strengths and refrain from any type of marketing hype and direct comparisons to specific competitors. We have asked vendors to be
available in the AST (Alliance for Strategic Technologies) Campground for additional information from each vendor.

The intent is to help campuses make the right educated decision for their institution given that each is unique in size, student population and services while recognizing that many commonalities exist that would allow for sharing of ideas and approach.

**Technology Contract Update**
Wednesday 8:00-9:00

Presenter
Mary Ann Corsetti
MaryAnn.Corsetti@suny.edu

Since the late 60s the University has been working with vendors to provide campuses and the SUNY system ways to effectively acquire technology to meet the needs of the University. Overall the results of these efforts have been highly beneficial to the campuses and to the SUNY system. This session will review:

- The criteria, approaches, and processes used in considering and developing SUNY-wide technology contracts
- The contracts now in place
- The status of recent contracting initiatives
- Initiatives currently underway
- Campus participation
- Where additional information can be found on SUNY technical contracts

**Alliance for Strategic Technologies**
Wednesday 9:00-10:00

Presenters
Dave DeMarco
Dave.DeMarco@suny.edu
Ron Brown
Ron.Brown@itec.suny.edu

The Alliance for Strategic Technologies (AST) was formed to facilitate closer interaction and coordination among those U-Wide IT programs providing services offered to campuses.

The Alliance for Strategic Technologies (AST) is comprised of SUNY's major University-wide technology programs. It facilitates collaboration of the activities and services provided by these University-wide technology programs.

The University-Wide Programs that comprise the AST are:
- University-Wide Contracting
- SICAS (Student Information & Campus Administrative Systems)
- ITEC (Information Technology Exchange Center)
- SLN (SUNY Learning Network)
*SUNYConnect (Library Services)
* U-wide Administrative Systems
* Learning Environments
* CPD (Center for Professional Development, formerly the SUNY Training Center)
* Information Security

While each of these programs has its own mission, objectives, and mode of planning and governance, they all serve the larger mission of the University. The AST seeks opportunities for program collaboration and efficiency - sometimes between just two programs, sometimes across all of them. Given the breadth of these programs, improved collaboration can have wide-ranging impacts, such as an enhanced learning environment for students, the promotion of scholarly activity by faculty, and a more effective working environment for staff. It also can find opportunities for providing services in the most cost-effective manner.

This session will provide:
- An overview of the AST
- Goals of the Alliance
- What it means for campuses
- Current activities

**SUNY Administrative Systems Update**
Wednesday 10:15-12:00

Presenter
Dave Powalyk
Dave.Powalyk@suny.edu

This session will supply general updates from SUNY Administrative Systems including Business Systems, SUNY NY-Alert and the SUNY Dual Data Center.
CCIO Meeting Agenda
Wednesday 1:00-5:00

CCIO’s only: CIO’s Becoming Effective in the Organization
Wednesday, November 7 - Session I - 1:00 to 2:30 p.m.

Presenter
Patrick Masson, SUNY Delhi
massonpj@delhi.edu

This session will review the results of a recent Council Chief Information Officers survey related to organizational structure and areas of responsibilities. Comparison between and among campuses will be explored. Using the survey as a basis of discussion, the session will attempt to identify the top three strategies and top three challenges facing SUNY CIO’s.

Open to all SUNY Attendees:
IT Governance and Management - A National Perspective
Wednesday, November 7 - Session II - 3:15 to 4:30 p.m

Session coordinator
Patrick Masson, SUNY Delhi
massonpj@delhi.edu
Presenter
Ms. Christine Davis, Fellow, Cutter Business Technology Council

Ms. Davis’ recent work has focused on the competitive advantage IT provides, best practices and managing priorities in IT governance, and IT innovation. Ms. Davis will address specific issues, trends and ideas relevant to academic IT’s role in the business of teaching and learning

Please Note: This session is technically part of the Council of CIOs meeting but they have opened it up to other conference attendees that may be interested. We encourage you to attend but ask that you try not to supplant the CIOs for whom the presentation is primarily intended.

CCIO Reception and Networking
Wednesday, November 7 - Session III - 6:00 to 7:30 p.m.

Coordinator
Jeffrey Bartkovich, SUNY Monroe
jbartkovich@monroecc.edu
Service Outage Notification
Wednesday 8:00-9:00 (Repeat of Tuesday’s 8:00-9:00 presentation)

Presenter
Mike Notarius, ITEC, CTO
Mike.notarius@ITEC.suny.edu

Note: Not to be confused with health and safety notification (SEMO/NY ALERT)

Rational
Over the last year there have been three outages that effected University-Wide Services provided through ITEC. One of the major issues was quick and effective notification to end-user of these service outages. This is the first step to improve information to all levels of people affected by a service outage.

There are two parts of the notification: end users and supporters of end users (including program management).

Purpose
• To notify end user support staff and faculty should a University-Wide Service have an outage.
• To provide end users a place (web site) they can get current information on a University-Wide Service Outage.

User Categories
The users are in the following categories:
• End Users. These users use the services offered by University-Wide Programs.
• Supporters of End Users. These are faculty and staff that end users go to when there is an outage of a University-Wide Service. For example, the librarians that are responsible to see the library system are available for patrons; faculty that are teaching courses using the Angel or “Classic”SLN, or the Banner user on a campus.
• University-Wide Program management. This staff has some responsibility for the University-Wide Services that are hosted through the Dual Data Centers.

End User Notification
• To provide end users with information about an outage of a University-Wide Service. The web site http://status.suny.edu is now being developed, located at a third party location that end users should usually be able to get to. Should there be an outage of a University-Wide Service, information will be posted to include current status and if known expected time for the service to be available. The information will be updated on a regular basis to keep end user informed when the next update should be available.

Supporters of End Users
• To notify end user support staff and faculty should a University-Wide Service have an outage.
• Will use a service from 3n online. 3n is a comprehensive mass notification solution that enables organizations to notify groups ranging in size from one to thousands instantly via phone, email, pager, fax, Instant Messenger, SMS, PDA, and more. 3n uses InstaCom Enterprise Edition for this service. 3n offers:
  o Communicate quickly, easily, and efficiently with large numbers of people
Free key personnel to perform critical tasks by automating manual, time-intensive processes

- Improve effectiveness by eliminating potential failure points due to human error
- Reduce miscommunications or misinformation with accurate, consistent messages
- Increase outreach through process efficiencies that enable more frequent communications
- Comply with legal communication-related regulations through real-time and historical reporting
- Eliminate communication interoperability issues

The presentation will focus on the implementation and current status of this project.

Related information on 3n can be found at:

3n (National Notification Network)
office: 818-230-9700
toll-free: 888-366-4911
http://www.3nonline.com

3n was acquired through Affinity Enterprises, an Authorized Reseller:
Affinity Enterprises
Peg Hylant
phylant@affinityenterprises.net
1-518.693.6344
116 East Ave
Saratoga Springs, NY 12866
http://affinityenterprises.net
Oracle Unbreakable LINUX Support
Wednesday 9:00-10:00

Session coordinator
Mike Radomski, ITEC, Manager of Systems and Telecommunications
Mike.Radomski@itec.suny.edu

Presenter:
Marc Kelberman
marc.kelberman@oracle.com
1-781-744-0684

Oracle Unbreakable Linux is a support program that provides enterprises with industry-leading global support for Linux. Recognizing the demand for true enterprise-quality Linux support and seeing an opportunity to significantly reduce IT infrastructure costs, Oracle now offers Linux operating system support. Oracle is committed to delivering high quality, comprehensive, and integrated support solutions to ensure enterprises' success with Linux.

This presentation will include:

- Levels of Support
- Management for Unbreakable Linux
- Oracle Lifetime Support: From Five Years to Forever
  - Enterprise Linux Premier Support
  - Enterprise Linux Basic Support
  - Enterprise Linux Network Support

Related information can be found at:
http://www.oracle.com/technologies/linux/index.html

ITEC Banner on RAC POC
Wednesday 10:15-12:00

Presenters:
Dan Brint
Dan@itec.suny.edu

This session will supply an update on the Proof of Concept (POC) being undertaken in conjunction with Dell, Oracle, SICAS and SunGard HE to demonstrate how numerous Banner campuses could be hosted in a RAC on Linux architecture.

Topics to be covered include:

- History of ITEC from a DBA perspective (brief).
- Glimpsing the future in the past
- Basis of the test
- Assumptions and design goals
- Testing methodology and stress points
- Architecture of the POC
- Summary of testing results.
OVMS to LINUX for Banner
Wednesday 1:00 to 5:00

Session Coordinators
Oneonta
Rick Serafin
serafira@oneonta.edu
Miro Trunec,
tru@mptoneonta.edu
Pete Andrusyszyn, SICAS Center
andrusp@oneonta.edu
Christopher E. Lewis, Ph.D., Fredonia
Director of Computer Programming, Information Technology Services
Christopher.lewis@fredonia.edu

The purpose of this session is to have campuses that have transitioned over to UNIX (LINUX, HP/UX, Solaris, and AIX) or starting the transition to review their project. This is a follow up from the last Wizard on this topic.

One more “Band-Aid” for OVMS SQR

- One of the main reasons for the movement from OVMS is the drop in support of SQR on OVMS. SQR is needed for various modules supplied by the SICAS center and the many campuses that have developed their own modules or reports. In the past ITEC and SICAS has provided “band-aids” to keep SQR going for OVMS campuses. However it gets more complicated because starting April 30, 2008 all releases of Banner will require Oracle10gR2 for both the database and application server. Yes, ITEC and SICAS have provided one more “band-aid”.

Technical rundown on SQR / OpenVMS for Banner

- SQR 4.3.5 can be linked against Oracle 10gR2 on OpenVMS. However, when running it crashes with an access violation. What does work is to keep an Oracle 9.2.0.5 installation around and keep SQR linked with this. However it gets more complicated because starting April 30, 2008 all releases of Banner will require Oracle 10gR2 for both the database and application server. This is from SunGardHE FAQ #1-1S08VF. This means that all the COBOL and C programs supplied by SunGardHE must be compiled and run in an Oracle 10gR2 environment. This is an issue for WSQR because if you have your Oracle 10gR2 environment set up and try and run SQR you get a "SYSTEM-F-SHRIDMISMAT, ident mismatch with shareable image" error because SQR is linked against Oracle 9.2.x. We came up with a workaround where a couple of VMS logical DEFINE/USER statements will allow SQR to access the 9.2 libraries and then once SQR is done executing the environment returns to the 10gR2 version. SICAS has come up with a procedure to modify all of a campuses COM files that use SQR to use this workaround. Last word was they tested and it worked. They just had a "few things" to clean up.

Benefits of going to UNIX

- In addition to solving the SQR problem there are other benefits of moving to a UNIX architecture. Going to a new CPU chip provide increased performance from where most campuses are today. Fredonia for example, noticed when they ran a process to generate their "poor man" data-ware house the elapsed time went from 5 to 7 hours to under 15 minutes. When the decision was made in the late 80s to transition to a new computer vendor (Digital that was acquired by Compaq that was acquired by HP) OVMS was "the" mainstream operating system (OS) in higher education. Today it is UNIX with a strong move towards LINUX.
Moving Forward

- With many campuses looking at the need to migrate off OVMS there could be some lessons learned from campuses that have gone through the process or starting the process. For campuses that are starting the process they can learn from the campuses that went before them and share information and possible training / services / etc.

We are looking for campuses that:

- Will share their experiences in moving to a UNIX
- Will share the benefits they have seen or anticipate with moving to UNIX
- Willing to share in transition efforts and concerns

If you are willing to make a short presentation on any aspect of the transition, either done / work in progress or starting to think about it, your participation is encouraged. If you would like to help please let one of the session coordinators know.

Thursday Session

CCIO Meeting

**Business Officers Perspectives on IT**
Thursday, November 8 - Session IV - 9:00 to 10:30 a.m.

Session coordinator
Contact: Patrick Masson, SUNY Delhi
massonpj@delhi.edu

This panel discussion will focus on building partnerships between campus technology providers and business officers. Topics expected to be touched on include funding models for IT, setting the campus agenda and priorities for IT, and perceptions and expectations between CCBOs and CIOs.
PROFESSIONAL DEVELOPMENT SESSIONS
Various Days

Effective Project Management and Leadership
Monday 10:00-5:00 (CPD)

Presenter
Lee Livermore
LivermoL@upstate.edu

Presentation Abstract

A project is any temporary, organized effort that brings people together from a range of jobs and
provides them with the opportunity to collaborate as a team. Project Management supplies teams
with a set of well-defined methods and techniques to coordinate their efforts to accomplish a
series of work tasks within a well-defined schedule and budget. Leadership is an art and self-
disciplined practice. Leaders are designers, stewards and teachers. They are responsible for
building organizations were people continually expand their capabilities to create the results they
truly desire.

NIMS Training
Tuesday 1:30-5:00 (CPD)
Wednesday 8:00-12:00 (CPD) (repeat of Tuesday session)

Presenter
Tim Riecker
tim.riecker@semo.state.ny.us
518-292-2356

Presentation Abstract

This workshop is designed to familiarize participants with the National Incident Management
System (NIMS); the Incident Command System (ICS); New York State Executive Law Article 2-B;
the New York State Comprehensive Emergency Management Plan (CEMP); and the National
Response Plan (NRP). This workshop is intended as an overview only, not to be a replacement
or substitute for other training programs.
ITEC Training - @task and Confluence

All training is offered at the Center for Professional Development (CPD, formally called the SUNY Training Center) adjacent to the DoubleTree hotel.

Session Coordinator
Betty Spencer, Supervising Programmer / Analyst
Betty.Spencer@itec.suny.edu

Purpose

ITEC is rolling out a new product called @task (AtTask) for project management and helpdesk. This will replace the current helpdesk application (Remedy) ITEC is now using, Remedy. @task has been rolled it out internally in ITEC for project management / helpdesk and has begun using it with SICAS for Banner campuses remote services for Banner campuses. The next phase will include integrating with campuses ITEC provides remote services for helpdesk (issues, problems, tasks) and project management.

ITEC is also rolling out a wiki called Confluence to be "the single source of truth" as a documentation repository, including meeting notes.

ITEC will be offering training for both products at the Fall 2007 Wizard. The training is designed to show how campuses will be able to use these applications in interacting with services from ITEC. It is not training on project management concepts and fundamentals (see Monday 10:00-5:00 for project management fundamentals).

These two products should help streamline listserv email, effectively share information, and provide a single place to track issues / problems / tasks and to better communicate with campuses and SUNY-wide programs, thus providing better service for users.

ITEC will be offering training in each of the products (Confluence and @task). This training will be repeated a second time to make it easier for users to find a time slot to best meet their schedule.

Please email us (scacad@itec.suny.edu) your first name, middle initial, last name, and email address so we can provide you with a Confluence account to see additional information about these products and training. If you already have a Confluence account you can login at http://confluence.itec.suny.edu. Information on AtTask and Confluence can be found at the following URLs once you are logged in to Confluence.

@task: http://confluence.itec.suny.edu/confluence/x/jAAM
Confluence: http://confluence.itec.suny.edu/confluence/x/ gq

If there any questions about either of the products, please feel free to contact ITEC at scacad@itec.suny.edu
@task Training

Project management and helpdesk training is offered at the Center for Professional Development (CPD, formally called the SUNY Training Center) adjacent to the DoubleTree hotel.

**Tuesday 8:00-5:00**  
**Wednesday 8:00-5:00 (Repeat of Tuesday)**

Trainers  
Leon Collins  
Leon.Collins@itec.suny.edu  
Tracey Gernatt  
Tracey.Gernatt@itec.suny.edu

**Overview**  
@task combines the functionality of: basic helpdesk, and project management in a multi-user environment. The following is a brief description of @task functionality.

**@task HelpDesk**  
@Task provides basic helpdesk functionality for tracking of problems and issues submitted by users. Users can review status of their submitted problems and issues. Responders can have a single place to review information to the user's problems and issues.

**@task Project Management**  
@task is project management and helpdesk software that gives project managers the powerful benefits of the latest technology and sophisticated management techniques in a web-based solution. It works on any platform (PC or Mac, including iPhone (Enterprise Edition only)), and any Internet browser.

Ease of use makes adoption quick and easy for team members and helps adopters rapidly gain benefits from using the software. Organizations can define initiatives and projects, automate processes, view centralized real-time data, streamline workflows, eliminate unnecessary paperwork and meetings, track deadlines and timesheets---and start reaping increases in productivity from their teams.

ITEC has been rolling out @task for project management and helpdesk functions. Come learn how to interact with ITEC's new helpdesk and see how ITEC is using the product for project management.

We encourage people interacting with ITEC to attend this training.

Related vendor information  
AtTask, Inc.  
1313 N Research Way  
Orem, UT 84097  
1-866-441-0001  
http://www.attask.com
Confluence Training

Confluence (wiki) is offered at the Center for Professional Development (CPD, formally called the SUNY Training Center) adjacent to the DoubleTree hotel.

**Tuesday 8:00-12:00**
**Wednesday 1:00-5:00 (Repeat of Tuesday)**

Trainers
Paul Bardak  
Paul.Bardak@itec.suny.edu  
Ray Zymowski  
Ray.Zymowski@itec.suny.edu

Overview

Confluence is an enterprise wiki that makes it easy for your team to collaborate and share knowledge

Adding, sharing and finding content has never been easier.

If you can handle the truth, come and see why we use this as the single source of truth 😊
Take a closer look at the full set of Confluence's features below.

**Create**
Your pages are editable. Instantly. Online.

**Workspaces**
Because your organisation is too big for just one wiki.

**Blogs**
Timely information — notices, bulletins, news and blogs.

**Attach**
Attach, track and search your files.

**Notify**
Keep up-to-date with the information that matters to you.

**Discuss**
Follow the thread of team discussions.

**Organise**
Link, tag, index, cross-reference, search, hierarchify!

**Search**
Everything is searchable. Everything.

**Administer**
Powerful, simple admin. No geniuses required.

**Secure**
Confluence brings enterprise security to the wiki arena.

**Open**
Confluence plays well with others.

**Integrate**
From daily workflow tools to enterprise systems.

**Customise**
Tailor Confluence to your organisation's style.

**Usable**
Not just a pretty face. It works well. It feels right.

**Plugins**
More than a wiki, Confluence is an extensible application platform.

**Solutions**
One Confluence. Endless uses.
General Meetings

ITEC Executive Board (closed meeting)
Monday  12:00-4:00

Presenter
Mike Pisa, Oswego Interim CIO and Chair of ITEC Executive Board and Advisory Committee
pisa@oswego.edu

TOA Business Meeting
Monday  10:00-12:00

Session Coordinator
Rich Johnston, TOA
johnstr@sunysuffolk.edu

AST Leadership
Tuesday  8:00-12:00 (CPD)

COA General Membership
Tuesday  4:00-4:30

Bill Bonner, COA
bbonner@fmcc.suny.edu

ITEC Advisory Committee
Following the COA General meeting
Tuesday 4:30-5:00

Presenter
Mike Pisa, Oswego Interim CIO and Chair of ITEC Executive Board and Advisory Committee
pisa@oswego.edu

The ITEC Executive Board is in the process of a budget review and selecting the next ITEC CIO. This meeting will provide an update in these two major efforts and other relative information. Specific information on this session will be in an ITEC Newsletter and sent to members before the fall 2007 Wizard.