System Information Technology Services

System Information Technology Services (SITS) provides secure information management and technology services to North Dakota University System students, faculty, staff, and state residents. SITS links academic and business services with the NDUS community, connecting users to the information and educational resources they need to accomplish their goals.

Innovation

Lecture Capture Initiative

Work is well underway on a NDUS-wide rollout of Tegrity, an IT application that digitally records, stores, and plays back audio, video, and content. Tegrity is commonly called lecture capture technology, because it’s generally used to record lectures and presentations.

The State Board of Higher Education approved the rollout of Tegrity at its April board meeting as part of the Maximizing Results Through Efficiencies initiative.

A Tegrity demonstration site is already available for testing purposes.

The goal is to have Tegrity up at all 11 institutions of the NDUS in early July so that it will be fully ready for the start of the fall semester.

Orientation and training programs will be scheduled throughout the summer. Components of the training include implementation planning, product usage, and product support.

DSU, NDSU, and UND have already been using Tegrity and the NDUS contract will give NDSU and UND the ability to expand usage. Some institutions have been using Panopto, an alternative lecture capture technology. For those users, work is underway to migrate existing Panopto files to Tegrity.

Did You Know?

NDUS Help Desk, since April 2011, answered 37,143 of 40,566 calls for a 91.5% responsiveness rate. They also received 5,479 e-mails, 825 chat requests, and 6,932 web-submitted tickets.

The Help Desk is available 24x7x365 and can be reached at http://helpdesk.ndus.edu/.

NDUS Definition of Information Technology and the Approval Process

Are you aware that there is a SBHE Policy and a NDUS Procedure that defines information technology (IT) and a procedure to follow for gaining approval to purchase IT systems and services? SBHE Policy (1901.3) and NDUS Procedure (1901.3) define the criteria that must be followed.

NDUS System Information Technology Services (SITS) and all NDUS institutions are to follow Procedure 1901.3 to gain approval from the NDUS CIO prior to making specific IT purchases. SITS has been delegated authority to ensure SITS and NDUS institutions follow the procedure and to report to the Legislative IT Committee those projects that are classified as “large projects” as defined in North Dakota Century Code (NDCC).

The NDUS definition of information technology includes, but is not limited to: hardware, software, services and supporting infrastructure to manage and deliver information using voice, data and video.

NDUS Procedure 1901.3 spells out the IT systems and services of specific types, dollar amounts and/or of specific interest within the NDUS Strategic Architecture that require the NDUS CIO’s approval. If in doubt, request approval.

For additional information and the process for submitting a request for approval, see SBHE Policy 1901.3 and NDUS Procedure 1901.3. More information can be found on the NDUS website under the Policy & Procedures section.

Access
Excellence

NDUS Data Center and IT Office Building
One Step Closer to Reality

Bids for a NDUS IT office building in Grand Forks have been received and are currently being reviewed. Bids for the data center are pending. Combined, the new construction will expand capabilities and increase efficiencies in providing IT services to all NDSU institutions. Grand Forks-based NDUS SITS staff and most UND Information Technology Systems and Services staff will be brought together under one roof, which will provide unprecedented opportunities for collaboration.

Construction documents for the new office building were released for bidding on April 23 and contractor bid responses were opened on May 22.

Other construction milestones include:

• Summer 2012: Construction begins
• Fall 2012: Interior office layout will begin
• Summer 2013: Anticipated completion of construction
• August 2013: Begin installation of modular walls and furniture for interior offices and cubicles
• Sept 2013: Anticipated move in

VOIP 5-Digit Dialing

Many of the NDUS campuses have been moving to VoIP telephone systems. Lake Region State College is the most recent convert. You can now reach LRSC using 5-digit dialing from any of the VoIP campuses using their prefix “2.” So the NDUS VoIP campus prefixes are:

   NDSCS (3-xxxx), UND (7-xxxx), MaSU (3-xxxx), NDSU (1-xxxx), VCSU (3-xxxx), LRSC (2-xxxx)

Further design engineering to the systems at Dakota College Bottineau, Minot State University, and Bismarck State College is currently underway which will allow them to also participate in the VoIP 5-digit dialing protocol.

Campus Corner

Valley City State University Introducing Viking Card

A new ID card system, branded the “Viking Card,” will be operational at VCSU beginning July 12. It will have significantly increased functionality versus the current ID card.

The Viking Card will not only serve as official campus identification, it will also grant authorized access to campus facilities including residence halls, provide admission to campus events, serve as a library card, allow checkout at the IT Help Desk, and work as a debit card at the business office, bookstore, food vendors, and more.

Another feature of the new Viking Card will be to allow students, or their parents, to monitor the balance and make deposits. And if the card is lost or stolen, it can be immediately disabled.

Individuals must be entered in the CampusConnection system before getting a new photo taken. Cards will be available for fall semester and can be used immediately. Another form of ID will be required to pick up a new Viking Card.

For more information and ongoing updates, go to http://www.vcsu.edu/vikingcard/