

# Information Please

Vol. 10 No. 1 a quarterly publication for Resource Management and Information Systems Summer 2007

## Celebrating 10 Years!

### IP celebrates 10th Anniversary

By Rhonda Greene, IP Chair

July 2007 marks the 10th year since the first edition of Information Please was published and my 10th year as Committee Chair.

This publication was created by RMIS senior management to serve as a means to communicate pertinent issues to employees and also as a way for staff to learn about each other. Its mission still holds true today.

To mark this special occasion, we have put together this Anniversary edition where we share some of our Division's accomplishments. Please see pages 2-5 for *A Decade of Achievements: The Best of 10 Years*.

All that remains to say is thank you.

Information Please Committee couldn't have achieved so much without the efforts, vision and drive of its committee members (past and current) and RMIS senior management.

Special thanks to current Committee Members June Bowles, Pat Gaddy, and Verna Little.

Finally, a big thank you to our employees who contributed to this edition and to those who will contribute to future publications. I hope you will all continue to grow with Information Please.

### Dave Blake has Phinfever

By Pat Gaddy, Communication Technologies

If you have Phinfever, then you're definitely a Miami Dolphins fan and more than likely a fan of Dave Blake and his website "Phinfever.com."

An installation technician in Communication Technologies (ComTech), Dave Blake has been a Miami Dolphins fan since 1970. And, out of his love for the team, he created in 1999 a Miami Dolphins website, Phinfever, where Dolphin fans from around the world can come together to share information.

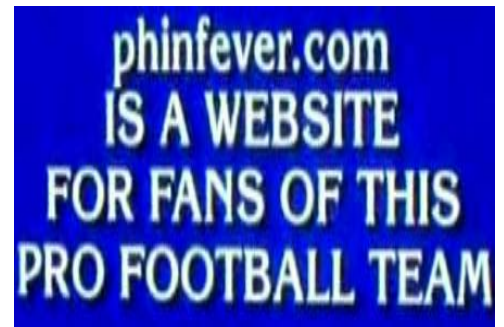


Dave Blake is owner of Phinfever.com.



And Phinfever fans do "flip" over Dave's site. Currently, his site gets 2000+ hits a day on the main forum and 7000+ hits a day on the message board. Dave's desire to use every new multimedia resource available on his site has allowed it to succeed and grow. Phinfever.com features a weekly radio show that allows fans to call in and chat, interviews with the local Miami sports media and professional NFL/draft analysts, polls, forums, downloads and other sports links. The site also features an online merchandise store of Phinfever paraphernalia.

According to Dave, he was excited to have his site debut January of this year on the popular international television quiz game show *Jeopardy!* As you might know, *Jeopardy!* is a game of trivia covering topics such as history, literature, pop culture and science. During the game, contestants select clues from a game board and each clue is in the form of an answer, to which contestants must supply correct responses in the form of a question.



Well Dave's site was one of the correct responses. You can visit [http://www.youtube.com/watch?v=XD5d-0S\\_RZo](http://www.youtube.com/watch?v=XD5d-0S_RZo) to see the show.

A true Miami Dolphins supporter, Dave has met the Miami Dolphins team and visited with some of the players. Dave has also attended for the last three years "Web Weekend," an annual event that the Miami Dolphins host for its Dolphins' web masters. Dave said Phinfever has won the Best Miami Dolphins Forum Award for the past three years.

If you're interested in learning about the Miami Dolphins or Phinfever, visit [www.phinfever.com](http://www.phinfever.com).

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# *A Decade of Achievements:*

*By Steve Keto, RMIS Associate Vice Chancellor*

**T**his 10 year commemorative issue of *Information Please*, our division newsletter, highlights many of our accomplishments and contributions to the University during that time period. Unfortunately, the available space in the newsletter required the directors to do a great deal of editing and, as a result, some very important contributions may not have made the list.

I was asked to write a brief introduction to the 10 years of highlights but my emphasis will be on the accomplishments of you, the division staff, in supporting NC State University's mission, vision, and goals. To steal a phrase from Winston Churchill in his praise of the airmen who won the "Battle of Britain" in World War II, "Never have so few given so much for so many" and that phrase applies most appropriately to all of you.

So, as I look back on the past 10 years, I thought I might try to identify what I would consider my top five accomplishments of the division. Picking the top number of anything is always risky in that something or someone may be omitted or feel slighted, but I want to emphasize that I am extremely proud of all of the accomplishments and work of the division staff.

1. **Audit success** – The bulk of what we do is measured most intensely by the audits – state audit, internal audit, state controller reviews/monitoring, federal audits, etc. Every one of you participate in these audits in one way or another, even if you don't know it, and in this 10-year period, there have been no significant audit findings or recommendations that have not been quickly and efficiently remedied. This is how the business world works – audits are expected to find things that need to be repaired – and you have all responded exceptionally well whenever the very few of these have occurred. Excellent work by all!
2. **Fix and repair** – It never ceases to amaze me how well the division team comes together in times of crisis. Whether it's a short deadline, a failed process, or an operational nightmare, the staff of this division do not hesitate to make the extra effort to accomplish whatever tasks are required, often sacrificing a good night's rest or a weekend. Your efforts do not go unnoticed!
3. **Planning for tomorrow and the future** – For most of the last 10 years, we have prepared Compact Plans as part of the University's critical planning process. This effort has always originated with departmental leadership, involved managers and staff to varying degrees, been presented to the entire division staff by the directors and made available on the web. Not only do we submit the most comprehensive compact plan in Finance and Business but the plan actually reflects our priorities and work assignments of the planning period and is not just another plan placed on a shelf. This past year, we completed our first ever Strategic Plan that originated with our division leadership team and reflects, in an iterative planning document, our internal-facing priorities and directions. Added to these planning efforts are the annual capacity and the six-year budget plans that are essential documents for relaying our resource requirements to University management. Solid planning is absolutely the foundation for success. Planning is a team effort, so remember to continue to provide impact, any day of the year, to your management to continually improve our plans and future direction!
4. **Customer satisfaction** – Whether its partnering with a customer to accomplish a specific task, explaining the mechanics of how something new works, or troubleshooting an issue or problem for a customer, it never ceases to amaze me how well the services provided by our division staff are received and appreciated by our customers. In tough times, especially, the demands tend to increase and the customer seems to be more impatient but despite 15 years of extremely difficult economic times at NC State, the feedback I receive on the services, attitude, and work ethic of the division staff has been consistently positive for which I am very grateful!
5. **Loyalty and dedication** – In any job, but especially those professions of the RMIS staff, there are often plenty of opportunities to seek different employment for a myriad of reasons. It is extremely rewarding to me to see the loyalty and dedication of the RMIS staff to continue working to help NC State University fulfill its mission and strive toward attaining its goals!

The next 10 years clearly promise to be just as exciting and challenging as we face old and new issues, set new priorities, and wrangle with the ever-changing technology. It seems apparent that there will probably be some IT organizational changes in the near future

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# The Best of 10 Years

## 1997-1998

- Our Division is named Finance and Information Systems (FIS). Departments are Administrative Computing Services (ACS), Budget Office, Cashier's Office, Contracts and Grants (C&G), Controller's Office, and Network and Communication Services (NCS).
- The University Controller's Office purchases PeopleSoft Financials to replace antiquated systems.
- A large percentage of the division's resources are focused on Year 2000 activities.
- Improvements are made to the following delivered administrative application services: telephonic student class registration, Financial Aid's PowerFAIDS system, and the Student Web Inquiry, which allows students to view financial transactions online, and direct deposit to STARRS (Student Accounts Receivable and Receipts System).

## 1998-1999

- NC State's first Comprehensive Annual Financial Report (CAFR) is implemented by the Controller's Office and earns a Certificate of Achievement from the Government Finance Officers Association.
- A new billing system for academic and administrative telephone bills is implemented by Telecom. A telecommunications audit for each department is also conducted that verified and corrected database for phone lines, data lines, and equipment, resulting in a cost saving of more than \$7,000 per month.
- The new Undergraduate Degree Audit and Academic Advising and Undergraduate Admissions systems are implemented.
- The special up-fit for disaster recovery is completed in Partners I.
- Craig De Shong of ACS is selected as one of the five University Awards of Excellence winners at the University level. Sharon Boyd of Contracts and Grants is a 1998 University Award for Excellence winner and competes for the Governor's Award for Excellence in August 1998.

## 1999-2000

- Major administrative systems (Financials and HR) are implemented.
- Web travel allowing online entry for travel reimbursements, and Web Budget Management System (BMS) are implemented.
- BottomLine technology is implemented for deposits and manual check writing.
- Electronic Data Interchange (EDI) is expanded to provide a means of passing vendor/student checks and student deposits to Wachovia for processing.
- The web-based Automated Security Authorization Program (ASAP) is implemented to improve access to administrative information.
- Data infrastructure wiring is completed for all residence halls and Greek Court.
- The University's administrative legacy systems are remediated or replaced for the Year 2000 date problem successfully.

## 2000-2001

- Student billing is fully implemented in the Financials System with improved customer information.
- nVision reports are implemented in the Financials System allowing easy and quick financial reporting and with the data downloadable to Excel.
- Payroll distributions are fully automated.
- The Communication Technologies (ComTech) unit is formed in July 2000, creating a partnership between Telecommunications and ITD's NCState.Net.
- The User Identification and Authentication (UIA) application is implemented to provide increased password protection for the HR and Financials production systems.

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## NC State's 10-Year Highlights



### 1998

*Marye Anne Fox is named Chancellor, the first woman to hold the office. She serves until 2004.*

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### 2000

*Women's golf is reinstated as a varsity sport. A team was previously fielded from 1980 to 1986.*

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# *The Best of 10 Years*

- Enterprise Information Systems (EIS) is created to provide administrative technology services to campus and a new environment is built using Enterprise Resource Planning (ERP) applications.
- The Division of Finance and Information Systems' name is changed to the Division of Resource Management and Information Systems.

## **2001-2002**

- Disaster Recovery/Business Continuity Planning software (LDRPS) is implemented; and administrative Disaster Recovery Plan and the development of risk assessments and BCPs (Business Continuity Plans) for critical business units are enhanced.
- University Web Leave application is implemented.
- The Budget Salary and Benefits Encumbrance Project is moved into production.
- Trademark Licensing experiences its best year in gross royalties since its inception in 1983. Gross royalties are up 26%.
- The first upgrade to the Financials System, with the upgrade to version 7.02, is successfully completed.

## **2002-2003**

- ComTech upgrades its billing system from a client/server-based system to a web-based system.
- Plan of Work is implemented. It provides students a single point to report coursework to date, future coursework by semesters with degree requirements as well as the ability to request advisor approval and view temporary advisement reports in other majors.
- The final Position Control Reporting application that provides both HR and financial data in a single reporting tool is delivered and demonstrated.
- The first Finance and Business Expo to showcase administrative applications and systems is held. It is the largest ever expo in terms of the number of vendors and attendees.

## **2003-2004**

- The project to replace SSN as Student ID in Student Administrative applications as well as supported auxiliary and departmental systems is completed. More than 400 programs and 342,000 student records are modified.
- A SPAM and e-mail virus filtering solution is implemented. In 2006-2007 fiscal year, blocked SPAM/Virus messages increase 50%, from 1.5 million to ~2.1 million per month.
- The Association of College and University Telecommunications Administrators (ACUTA) recognizes ComTech's web site as a "Member Sites to See."
- ComTech brings up the first 10 Gigabit network connection in the UNC System.
- The Web OnLine Financials (WOLF) Reports is implemented. It provides summary and detailed Financials reports via the web and downloadable to Excel.
- QuickPay, an electronic payment application, is implemented. QuickPay allows students to pay for student charges online using credit cards and electronic checks.
- The Administrative Portal is implemented. The Portal provides easy, customizable access to various administrative applications and web pages and provides employees with convenient access to the most recent versions of applications and information.

## **2004-2005**

- RMIS Division is reorganized from five departments to four — Enterprise Application and Database Services (EADS), formerly Enterprise Information Systems (EIS); the Budget Office; Communication Technologies (ComTech); and Enterprise Technology Services and Support (ETSS), which consists of the former Administrative Computing Services (ACS) and Network and Client Services (NCS) departments.

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## **NC State's 10-Year Highlights**



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### **2003**

*The Friday Institute for Educational Innovation is launched.*

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### **2003**

*The Wendell H. Murphy Football Center opens.*

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### **2004**

*The J.W. Isenhour tennis facility opens.*

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# *The Best of 10 Years*

- The Financial System is successfully upgraded to a web-enabled version (8.4) accessible through the Administrative Portal and converted to the Oracle database platform.
- The Campus ID System is implemented using a unique (Non-SSN) identifier for students, faculty, staff, and guests.
- A secondary data center is completed in the Fall of 2004 and will be used to provide redundancy and failover capability as well as enhance stability and disaster recovery options.
- Co-processing and failover are accomplished across the two data centers: web server/application server/batch server for Financial System, Cashier's Office CORE System, Bottomline Payroll System, and Financial Aid systems.

## **2005-2006**

- HR System is successfully upgraded to a web-enabled version (8.8) accessible through the Portal and is converted to the Oracle database platform.
- Direct deposit is implemented for employee travel reimbursement.
- Enhanced security authorization reports are provided to campus to facilitate maintaining current, appropriate access to administrative systems.
- The implementation of the new web-enabled Student Information System (SIS) is initiated.
- e-billing for students and prepayment option within the on-line late registration process are implemented.
- Organizational Resilience is adopted to ensure flexible daily operations are ready to cope effectively with potentially disruptive events.
- The Portfolio Management Office is created to manage projects for maximum efficiency and effectiveness.
- A one million dollar Licensing Scholarship Endowment from Licensing revenues is established.
- (PACE) Application is written and will be used by UNC System for GA efficiency and effectiveness study.
- Strong Unity authentication method is implemented to support Administrative Portal, HR, and Financial systems.
- GroupWise 7.0 is implemented. It provides more robust functionality including a full-featured web client. Also an environment to provide Blackberry/ PDA support is implemented.
- Report2Web, an online document retrieval and archival system to replace DRAS, is implemented.
- Guest wireless access and wireless device registration are developed and deployed.

## **2006-2007**

- A Chief Information Officer (CIO) study is initiated by the Chancellor to include: (1) a scoping team that will outline the position's roles and responsibilities, (2) a national search culminating in hiring a CIO to begin on January 1, 2008, and (3) a one-year plan for the CIO to develop the specifics of the CIO function and to achieve full implementation by January 1, 2009.
- The roll-out of the "Business Objects" reporting suite, an ad hoc reporting tool for admin systems, is started.
- The Wolfpack Reporting System is implemented to consolidate financial reporting.
- Decentralized invoice scanning capabilities for campus are implemented.
- High availability configuration is expanded across data centers: 2<sup>nd</sup> E25k, clustered storage, mirroring across datacenters with automated service failover, dedicated ERP performance tuning environment.
- Financial Reporting hours are extended from 10 p.m. to midnight Monday through Friday and from 4 p.m. to 10 p.m. on weekends.
- The IP telephony pilot is completed and project plan for deployment is finalized.
- Desktop customer base has grown from about 1,500 to over 2,500, including several colleges. Hosted systems environment has grown from two supported servers to about 100.

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## **NC State's 10-Year Highlights**



### **2005**

*In October 2004, the UNC Board of Governors selects James L. Oblinger to be NC State's 13th chancellor; effective January 1, 2005.*

*Swimmer Cullen Jones wins a gold medal in the 50-meter freestyle at the World University Games.*

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### **2006**

*NC State places 5th in Best Overall University Value among public universities (U.S. News & World Report, August 2006)*

*Jane S. McKimmon Center and JC Raulston Arboretum celebrate their 30th Year Anniversary.*

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## Awards/Honors/Presentations

**Brian Brezina** of Enterprise Technology Services and Support (ETSS) graduated May 12th with a bachelor of science in business management (IT concentration) with summa cum laude designation from the College of Management at NC State University.

**Craig Zimmer** of ETSS presented to the North Carolina Project Management Institute's (NC PMI) local interest group for Portfolio Management on June 27. Craig presented on using Risk within the Portfolio Management Office to assist new projects, prioritizing new projects, assessing new projects risk, placing them into portfolios for ease of management, and the determination of Kill Points for projects that are draining resources.

## Farewell

**Henry Chen**, formerly of Enterprise Application and Database Services (EADS), retired July 1 with 26 years of service.

## New Birth

Congratulations to **Brian Fontaine** of ETSS and Joanne Fontaine on the birth of their daughter, Madeline Fontaine, on April 27, 2007.

## Promotions/Appointments

**James Glover** and **Bert Stoner**, both of the ETSS Client Services Team, were recently promoted to technology support specialists.

## Transfers

**Robert Spencer** transferred from UNC-CH to ETSS Client Services Team as a technology support analyst.

**Tiffany Viator**, formerly of EADS, transferred to the Budget Office as a Financial Systems data and reporting analyst.

# Birthdays

The following RMIS employees will be celebrating their birthdays in the coming months:

## July

13 Lori Thompson  
18 Thelma Buffaloe  
23 Amy Tawes  
26 James Glover  
27 William Coleman

## August

03 Nathan Maynard  
22 Sharron Bouquin  
24 Eric Silberberg  
22 Kevin Augustus  
29 Samila Mohseni

## September

13 John Baines  
30 Barbara Eichler

## October

08 Sjaan Morrow  
31 Gail Rankin

## November

02 Eddie Matthews  
03 Rhonda Greene  
11 Franklin Finch  
12 Maria Riopka  
19 Judy Cowden  
25 Rhonda Barefoot



Happy  
Birthday  
Lori  
Thompson!

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## Top Five, continued from page 2

and, no doubt, there will continue to be minor shifts in the University's mission, priorities, and direction in the next 10 years. However, when you prepare a new list of highlights 10 years from now, in whatever organizational arrangement you find yourselves, the list will be at least as impressive as what appears in this article!

Thank you again for all you do every day that you come to work at NC State University – your efforts and sacrifices are truly appreciated although I know that none of us in the administration tell you that often enough!

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