











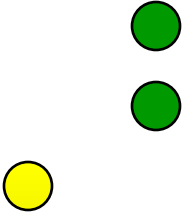

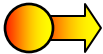
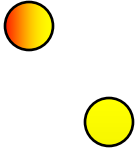
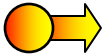
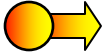



Infrastructure Scorecard

<u>Technology/ Operation</u>	<u>Unhealthy</u>		<u>Healthy</u>
Database	Having many types of DB products throughout the University with no trained support or backups.		Have a few selected DB products with trained staff and well established procedures for DB development and maintenance.
Interfaces	All interfaces are unsecured and largely operated manually with poor documentation.		All interfaces are well developed, documented in a common tool and format. They run in a secured environment.
Security	No policies and procedures in place to govern infrastructure security.		Policies and procedures in place to govern infrastructure security, along with automated methods to audit compliance.
Technology Refresh Programs: (network, servers, workstations, classroom AV)	Infrastructure is replaced in a reactive approach, when it is broken or too costly to repair.		Infrastructure hardware is invested in and replaced prior to it becoming technically and financially obsolete.
Standardization	Little to no standards developed for equipment purchases.		Standards in wide use and applied; discount programs in place with preferred vendors.
Compliance	University cannot demonstrate adherence and/or due diligence for imposed regulations. (DMCA, FERPA, HIPAA...)		Demonstrates adherence and/or due diligence to regulations governing University environments.
Identity Management	No established tool or process in place.		Matrix built; Provisioning tools and processes are established, enabled and measured.
Server	Decentralized, departmentalized, unprotected.		Centrally-managed, secure and with robust backup capabilities.
Technology Service and Support	Delivery of service and support is ineffective, inhibiting customer from completing their task.		Response to service and support requests are timely, accurate, and provided in a professional manner. Includes break/fix, instructional, adds/moves/changes
International Enterprise Support	Access and support of university applications and resources from remote campuses such as Rome and Beijing is non-existent.		Access and support of university applications and resources from remote campuses such as Rome and Beijing is provided at an appropriate level in retaliation to the business need.

Infrastructure Scorecard

<u>Technology/ Operation</u>	<u>Unhealthy</u>		<u>Healthy</u>
Network: - Inter-campus - Internet - Internal campus	Slow and non redundant links between campuses. Insufficient bandwidth and no redundancy. Network failures, poor data rates.		Fast and auto switching, redundant link. Adequate bandwidth with failover capabilities. Ample bandwidth for current and future applications. Self healing.
Desktop	Unstable OS with no virus protection or vendor updates and patches.		Stable OS with all virus updates and OS critical patches and updates.
Voice Infrastructure	Non compliant standard telephony system.		Latest standards-based offerings from provider. Expansion and upgrade options.
Enterprise Management/Monitoring: - Server - Application	No centralized system in place. Little or no automation of outage notification or ability set performance thresholds. All systems operate with manual oversight.		Full system monitoring including application/network performance, and remote management capabilities. Systems are monitored automatically and have threshold alerting.
BCDR	Little planning in place to requirements for disaster planning. No redundancy in technology environment.		BCDR plan in place and tested on an annual basis. Redundancy is built into technology environments.
Data Center & Campus Technology Facilities	Outdated, poor environmentals, lack of physical security, minimal or no failover/redundancy capabilities.		Up-to-date, secure, environmentally-managed, redundancy, failover capabilities, Upgradeable, expandable.
Remote Access	Productivity tools are not accessible from remote locations for faculty/staff.		Full suite of tools/access available remotely with appropriate security enforced.