



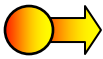



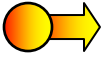







# FY08 Infrastructure Scorecard

<u>Technology/Operation</u>	<u>Unhealthy</u>		<u>Healthy</u>
Network: - Inter-campus - Internet - Internal campus	Insufficient bandwidth and no redundancy. Network failures, poor data rates.		Adequate bandwidth with failover capabilities. Self-healing capabilities.
Identity Management	No established tool or process in place.	 	Matrix built; Provisioning tools and processes are established, enabled and measured.
Voice/Telecom	Non compliant, non-standardized. and/or unsupported telephony platform.		Latest standards-based offerings from provider. Expansion and upgrade options.
Enterprise Environments: - Server Environment - Server Monitoring and Management - Application Monitoring and Management -Databases -Interfaces	Characteristics include decentralized, departmentalized, unprotected, unsecure, undocumented, non-standardized. Little or no automation of outages or performance issues. All systems operate with manual oversight.		Centrally-managed, secure, robust backup/restore capabilities. Consistently documented, well-trained staff and well-established dev./maint. Procedures. Systems are monitored automatically and have threshold alerting.
BCDR	Little planning in place for disaster planning. No redundancy in technology environment.	 	BCDR plan in place and tested on an annual basis. Failover plans for core business systems.
Security & Compliance	<b>No security program established.</b> No policies and procedures governing infrastructure security.  Compliance issues with current regulations (DMCA, FERPA, HIPAA...)	  	<b>Comprehensive security pgm;</b> policies & procedures governing infrastructure security; automated methods to audit compliance. Demonstrates adherence and/or due diligence to regulations governing Universities.
Desktop	Unstable OS with no virus protection or vendor updates and patches.		Stable OS with all virus updates and OS critical patches and updates. Standard images.
Data Center & Campus Technology Facilities	Outdated, poor environmentals, lack of physical security & power/cooling redundancy.	 	Up-to-date, secure, environmentally-managed, redundancy, failover capabilities,

November '07

ITS Scorecard - FY08