GEORGIA STATE UNIVERSITY
Proposal for the Use of FY2003 Technology Fees

Submitting Organization(s)

Major Unit: Information Systems and Technology
Department: University Educational Technology Services (UETS)

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1. Project Short Title

5-8 Word Project Title
Lab and Classroom Workstation Management and Remote Support

2. Total Requested Amount (reference to funding for "Years Following" removed)

Fiscal Year 2003
$ 79,599

3. Executive Summary

Project Description (Three or four sentences)
This proposal is to upgrade our current remote workstation management system for all Lab & Classroom computers including the Dell/IBM clones and the Apple Macintosh computers. By utilizing remote workstation systems, UETS will be able to effectively maintain, manage, and secure the workstations in all UETS open access computer labs and classrooms. Currently, UETS uses a remote workstation system for application deployment, which allows for rapid application deployment of academic software and commonly used tools.

4. Project Description

Currently UETS uses a component of Altiris Express to allow UETS technicians to quickly install new and updated applications via the network. This application allow for the rapid deployment of software programs and patches without user intervention or disturbing our student patrons. Using this application has saved a tremendous amount of staff time hence providing better response to faculty and students and has achieved a more maintainable and manageable workstation image in the UETS supported classrooms and labs.
Altiris, the company that has developed Express, also provides other time-saving software tools, the Altiris Educational Suite, to effectively manage and maintain the student workstations in our labs and classrooms. Some of the more interesting components we seek to purchase and integrate include Altiris Vision - a package which allows instructors to create collaborative instruction environments by distributing their instructor’s station images to each student workstation while allowing instructors to display individual student workstations to the room’s projector screen to share the student’s view with other students.

In addition, the Altiris Educational Suite includes the Altiris Application Asset Management System. This will allow UETS Personnel to track software licenses and usage. This software is vital to the support of many applications installed on the UETS lab servers and network. This application will also verify and report on individual application usage that is needed to ensure application usage and track licensing compliance.

This project has three major goals:

1. Enhance and improve workstation management by using the Altiris Educational Management tool.
2. Secure the workstations by using the FoolProof Software. This will allow UETS to establish and maintain consistent workstation images while adding security to the workstations preserving the valuable academic applications installed for student and faculty use.
3. Install an Apple Macintosh server to allow for network installed Mac applications and to allow for greater remote management using Mac Administrator 2.5.

5. Relevance to Regents Guidelines

[1] Technology fee revenues should be used primarily for the direct benefit of students to assist them in meeting the educational objectives of their academic programs.

[3] Technology fee revenues should be used for hardware and Network related expenditures that include support of general purpose or special purpose laboratories used by students for body productivity and more discipline related activities.

6. Relevance to Strategic Plan(s)

The “Georgia State University Information Technology Strategic Plan” based on the “University Strategic Plan” has many direct references to the need for classroom computer facilities for students.

As part of the planning process, a Vision for Information Technology Effectiveness at Georgia State University has evolved. The major goals and initiatives presented later in this plan reflect this vision. The vision is that:
• Technology-enhanced education will be noticeably enhanced because both the appropriate classroom facilities and other instructional technologies and support are available to faculty and students;

Two of four University Goals are

5.2 A University Goal: Technology-enabled Faculty, Staff and Students

5.2.4 Provide Effective Information Technology Services for Students:

5.3 A University Goal: Technology-enhanced Education

5.3.1 Establish Appropriate Levels of Technology in Classrooms:

If the University is to achieve the goal of technology-enhanced education, along with faculty training and development, it must equip its classrooms and laboratories appropriately. Within the Classroom South building, there are a number of technology-enhanced classrooms that enable faculty to be more productive in their teaching. However, as new technologies develop, existing classrooms must be constantly upgraded if they are to continue serving the needs of the students and faculty. The University has many classrooms needing enhancements to permit use of even the most basic technology. The need to continually upgrade classrooms was recognized in the University Strategic Plan.

5.3.2 Ensure Availability of Information Technology Resources for Students:

Current policy is to provide open-access computer laboratories for students…The second problem is the absence of an established plan for systematically replacing the technology in these classrooms and laboratories. A replacement funding system based on a reasonable lifetime should be established for the near future.

Excerpts from the “University Strategic Plan”

Section 5. Information Technology

A continuing goal from the 1995 plan is the improvement of technology support for instruction and the provision of technical and faculty-development support for classroom enhancement. The critical need for students in all colleges of the university is for additional access to technologically supported classrooms. There is a marked shortage of classrooms equipped with sufficient educational media and/or computer workstations. A goal is to increase the number of media-equipped classrooms and to provide instructor access to the Internet in all classrooms designated for long-term usage.

Training and access to improved facilities and technology support will be an
f. Technology

A goal is to become and remain current in the application of computing and information technologies. All students should have ready access to computing resources and an opportunity to develop information management skills for lifelong learning.

7. Impact on Students Served

This will greatly impact the students and other affiliate patrons by providing cost effective workstation management utilizing remote tools. These tools will include rapid application deployment, improved security and central support for Macintosh computers. The net effect will to provide a more robust and reliable working environment for our students and faculty in both the UETS managed classrooms and the UETS Open Access Computer Labs. All Georgia State students are eligible to use the UETS Open Access Computer Labs.
8. Justification of Funding Requirements for Fiscal Year 2003

Lab and Classroom Workstation Management and Remote Support

### Dell/IBM Clone Software

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<thead>
<tr>
<th>Item</th>
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<tbody>
<tr>
<td>Altiris Educational Management Suite</td>
<td></td>
<td>$60,575.00</td>
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<tr>
<td>FoolProof Security Software</td>
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### Apple Macintosh Server

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<td>72GB Ultra160 SCSI Hard Drive, CD-RW, Zip 250 Drive</td>
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<td>2 400Mbps Built-in Firewire, 4 Built-in USB Ports</td>
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**Proposal Total Cost**

$79,599.99

9. Consequences of Partial Funding

Project funding at 75% means a cut of $19,000 in which case we would cut the FoolProof security software and the Apple server.

Project funding at 50% means that we could only do FoolProof security software and the Apple server. This excludes the most vital part of the project the Altiris Educational
10. Standard Dollar Amounts

NA

11. Standard Replacement Thresholds

NA

12. Prerequisite, Non-Technology Fee, Funding

None

13. Matching Funds

None

14. Staffing and Other Support Availability

The current UETS Lab and Classroom staff will provide support. No additional staff will be needed.

15. Space Availability

No additional space requirements.

16. Impact on Facilities

None

17. Impact on Computing/Network Infrastructure

No significant impact.

18. Post-Project Assessment Criteria

The milestones of the project are putting the Altiris Educational Suite, the FoolProof software and the Apple server into production.

19. Review and Acknowledgements

Dean or functional unit endorsement - Approved
Matching funds commitment from appropriate fiscal officer - NA
University Computing and Communications Services review or acknowledgement - NA