



E D U C A U S E

CORE DATA SERVICE



2002 Summary Report

Brian L. Hawkins, Julia A. Rudy, and Joshua W. Madsen



EDUCAUSE is a nonprofit association whose mission is to advance higher education by promoting the intelligent use of information technology. Membership is open to institutions of higher education, corporations serving the higher education information technology market, and other related associations and organizations. Resources include professional development activities; print and electronic publications, including books, monographs, and the magazines *EDUCAUSE Quarterly* and *EDUCAUSE Review*; strategic policy advocacy; teaching and learning initiatives; applied research; special interest collaboration communities; awards for leadership and exemplary practices; and extensive online information services. The current membership comprises nearly 1,900 colleges, universities, and education organizations, including 200 corporations. EDUCAUSE has offices in Boulder, Colorado, and Washington, D.C.; www.educause.edu, e-mail info@educause.edu.

© Copyright 2003 EDUCAUSE

All rights reserved. No part of this monograph may be reproduced in any form without permission in writing from EDUCAUSE.

Art direction by Joseph Daigle, Studio Productions

APPENDIX C:

Glossary of Terms from the Core Data Survey

Academic/Research Computing

For the purposes of our survey, please include the following in this area if applicable:

- Research computing hardware and software
- Research computing cycles from remote sites
- Staff for research computing consulting and technical assistance
- Academic hardware, software, and staff
- Discipline-specific applications development and support

Administration of IT Organization

For the purposes of our survey, please include the following in this area if applicable:

- Financial planning and management
- Communications and publications
- Human resource management
- Facilities management
- Technology R&D
- Administrative Staff
- CIO or CTO

Administrative Systems

For the purposes of our survey, please include in this area, if applicable, the hardware, software, staff, and other supporting infrastructure to develop, implement, maintain, and support legacy or enterprise resource planning (ERP) systems (e.g., PeopleSoft, SCT, Datatel, etc.) such as:

- Student administration (admissions, financial aid, registration, etc.)
- Financial information systems
- Procurement systems
- Human resource systems
- Payroll
- Research administration (grants and contracts)
- Library (if applicable)

Amortized Through Rates

An example of a capital appropriation amortized through rates would be funds derived from taking out a loan or drawing on the institution's endowment for an initiative such as a major network enhancement or a phone switch. Such special funds require pay-back and are usually repaid through a fee structure.

Biometrics

In computer security, biometrics refers to authentication techniques that rely on measurable physical characteristics that can be automatically checked. Examples include computer analysis of fingerprints or speech.

Broadband

Refers to an approach to job classification and pay structure that is broader and flatter than traditional systems, characterized by wider salary ranges and fewer job titles and vertical levels.

Computers

Refers to all devices that have the basic functionality of a microcomputer (e.g., desktops, laptops, servers). It does not refer to Palm devices or personal digital assistants.

Consultants

Refers to individuals or a firm that advises or consults with the institution about information technology plans or directions, either in general or with regard to a specific technology implementation or project.

Contractors

Refers to individuals or a organization with whom the institution contracts to provide IT infrastructure and/or specific IT services that might otherwise be delivered by IT staff. For the purposes of our survey, consultants are not to be included in the “contractors” category.

Desktop Support/User Support/Computer Store

For the purposes of our survey, please include the following in this area if applicable:

- Desktop computer technical analysis and consulting
- Computer resale, installation, and repair
- User training and education
- User documentation and general informational publication
- Infrastructure support for local (school-based) IT support providers
- User support staff
- Reference desk (if library services are part of central IT)

ERP

Refers to an integrated suite of administrative information systems designed to support and automate business processes through a centralized database system. In higher education, these systems usually include student systems, financial systems, and human resources (payroll/personnel) systems, as well as warehouse and planning tools.

FTE

Refers to full-time-equivalent personnel, not number of employees. For example, 2 half-time employees equal 1 FTE; 3 quarter-time employees equal .75 FTE. With respect to students, 10 hours of work should be considered .25 FTE.

Firewalls

Refers to a set of related programs and policies that protects the resources of a private network from users on other networks. A firewall can also control what outside resources users of the private network can access.

General Student Technology Fee

Refers to a general fee levied by the institution on all students, regardless of major or school, as opposed to specific, individual technology fees that might be charged based on major or other criteria.

IT Policy

For the purposes of our survey, please include the following in this area if applicable:

- IT policy development, dissemination, and education
- Information usage/management policy development and education
- Interpretation of current policy related to specific issues, situations, and incidents
- Coordinating response to incidents of inappropriate use of information or information technology
- Policy staff

IT Security

For the purposes of our survey, please include the following in this area if applicable:

- Vulnerability analysis
- Security planning and design and implementation
- Security policy and process development
- User education and guidance programs
- Incident response
- Security staff

Instructional Technology

For the purposes of our survey, please include the following in this area if applicable:

- Classroom technology (physical renovation and maintenance; provision of fixed and mobile technology)
- Course management systems (homegrown or Blackboard, WebCT, etc.)
- Specialized training and support for faculty
- Instructional support staff
- Media services (AV, video...)
- Public lab support
- Teaching and technology center

LDAP

Lightweight Directory Access Protocol refers to a relatively simple protocol for updating and searching directories running over TCP/IP.

Net Revenue

Refers to net revenue from sales to staff, students, and others as opposed to institutional purchases.

Network Infrastructure & Services

For the purposes of our survey, please include the following in this area if applicable:

- Wire and cable infrastructure for data and video networks
- Campus data network
- Remote access (modem pools, ISP)
- Commodity Internet
- High-performance research network (e.g., Abilene)
- Video network
- Converged network
- Wireless network
- E-mail
- Network staff, hardware, and software

Operations/Data Center

For the purposes of our survey, please include the following in this area if applicable:

- Systems administration and operation
- System backups

- Data center environmental support systems such as HVAC, UPS and backup power supply, and systems monitor
- Operations staff, hardware, and software
- Print services
- Mail room

Outsource or ASP

Outsource in this context refers to contracting with an external entity or vendor to provide IT services or infrastructure that you might otherwise have employed your IT staff to perform. It does not refer to an arrangement with another part of your institution or with a system office. ASP refers to an arrangement with an application service provider to provide services remotely using high-speed private networks. A common example is a Web site that other Web sites use for accepting payment by credit card as part of their online ordering systems.

PKI

Public Key Infrastructure refers to a system of public key encryption using digital certificates from Certificate Authorities and other registration authorities that verify and authenticate the validity of each party involved in an electronic transaction.

Portal

Refers to an approach to an institution's Web site that aims to leverage investments in enterprise information systems, data warehouses, and infrastructure by providing a seamless and easy-to-navigate Web interface to an integrated set of information services for various campus constituents.

Public Help Desk

For the purposes of our survey, please include the following in this area if applicable:

- Walk-in support for students, faculty, and staff
- Call-in support for students, faculty, and staff
- Knowledge base
- Specialized support centers
- Help desk staff

Shaping

“Shaping” bandwidth refers to adjusting parameters on the campus Internet connection to limit use through various means, such as type of connection, location of connection, direction of traffic, time of day, or other specific characteristics.

Smart Cards

Refers to a small electronic device about the size of a credit card that contains electronic memory, and possibly an embedded integrated circuit. Smart Cards are used for a variety of purposes, including storing information, storing digital cash, and providing a means to access computer networks.

Telephony

For the purposes of our survey, please include the following in this area if applicable:

- Wire and cable infrastructure for voice network
- Dial tone (including services to student housing)
- Voice mail
- Long distance resale
- Cellular and paging services
- Telephony staff, hardware, software, etc.

Web Services

Refers to a standardized way of integrating Web-based applications using the XML, SOAP, WSDL, and UDDI open standards over an Internet protocol backbone. XML is used to tag the data, SOAP is used to transfer the data, WSDL is used for describing the services available, and UDDI is used for listing what services are available. Used primarily as a means for businesses to communicate with each other and with clients, Web services allow organizations to communicate data without intimate knowledge of each other's IT systems behind the firewall. Web Services are sometimes referred to as application services.

Web Support Services

For the purposes of our survey, please include the following in this area if applicable:

- Web server support
- Content design and publication
- Web-based applications development or interface
- Web staff, hardware, and software