



2003 Summary Report

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APPENDIX D:

Glossary of Terms from the Core Data Survey

Academic Computing, 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 and software (not instructional technology)
- Discipline-specific applications development and support (not instructional)
- General statistical support
- Academic programming support
- Staff for academic computing consulting and technical assistance

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 Information Systems

For the purposes of our survey, please include in this area, if applicable, the hardware, soft-

ware, 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)

Biometrics

In computer security, biometrics refers to authentication techniques that rely on measurable physical characteristics that can be automatically checked. Examples include retinal scans, computer analysis of fingerprints or speech, or other physiological means of user identification for security purposes.

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.

Capital Appropriation

Refers to appropriation to the central IT organization from the campus capital budget to fund major purchases and implementations such as networks, ERP systems, and buildings.

Does not include capital appropriations 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 payback and are usually repaid through a fee structure.

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 employees 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. If your campus outsources all IT services and the outsourcer provides all staff on site, please count these employees as staff as opposed to contractors.

Desktop Computing Support, User Services, Training, 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 activities
- Computer installation, maintenance, and repair
- Technicians
- Computer repair staff
- User training and education
- User documentation and general informational publication

- Infrastructure support for departmental IT support providers
- User support staff
- Reference desk (if you wish to distribute library/IT staff in a merged organization)

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.

Electronic Signatures

Refers to data appended to a message or document that authenticates the identity of the message sender or document signer to ensure that the message or document content has not been changed in the transmission process.

Enterprise Directory

Refers to a database where different types of identifiers are correlated to support identity management, authentication, authorization, and other services.

External Modules

Refers to modules that are not part of the core application suite, that is, a module that you create or purchase that allows you more functionality than the core application.

FTE

Refers to full-time-equivalent personnel, not number of individuals employed. For the purposes of our survey, please calculate FTE based on a 40-hour work week over the course of the full fiscal year (or approximately 2,000 hours per year). For student FTE, a simple formula for calculating total FTE might be to take the number of students employed times the number of hours per week they work times the number of weeks a year they work and divide that total by 2,000. The total FTE num-

ber derived can then be distributed across the 12 functional areas listed in Question 5 of Section 1.

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.

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

Information Technology 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

Information Technology 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, Student Computing

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 purchased)
- Specialized training and support for faculty
- Specialized training and support for students
- Instructional support staff (including technologists and designers)
- Multimedia services (audio, video, graphics, and so forth)
- Public student lab support
- Teaching and technology center staff

Library/IT Staff

If your campus IT organization has merged with the campus library, please include in your staff count only the library FTE personnel who perform IT-related functions. Do not include library FTE who support traditional library functions that do not relate to technology. You may distribute your library/IT FTE among the various 12 functional areas listed, or you may enter the total FTE for this category of staff in the “other” category and describe them as “library/IT staff.” If your IT organization has not merged with the library but you have staff supporting library systems, please include these staff in your count for Administrative Information Systems.

Net Revenue

Refers to revenue remaining after accounting for expenditures for products and the cost of doing business.

Network Infrastructure and 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

Operating Appropriation

Refers to the allocation to the central IT organization from the campus operating budget that is generally used to cover all non-capital IT operations costs such as staff compensation and benefits, operating expenses, equipment (including maintenance and repair), software licenses, and so forth.

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.

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.

Staff

Refers to all staff employed by the central IT organization, including clerical, technical, and management staff and limited-term or temporary employees, who were employed for fiscal year 2002–2003. For the purposes of our survey, if your campus contracted with a vendor or external organization to provide all IT services during that period, including all IT staff on site, please count the employees of the outsourcer as staff rather than contractors. If your IT organization has merged with the library, please include in your staff count only the library FTE personnel who perform IT-related functions (see Library/IT Staff).

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

Wireless Security

Refers to technologies used to prevent unauthorized access, ensure the confidentiality of data, and detect misuse of wireless networks.