2010 IT Group Accomplishments

- Implemented new Helpdesk System - responded to over 2700 Technology related requests.
- Implemented new SoIC Knowledge Base System. Article addition ongoing - 50 articles added to date.
- Revised Listserve Structure implemented to reflect new School structure.
- Implemented significant infrastructure to support the new Website.
- Implemented expanded capability to support Wordpress along with Drupal as CMS alternatives.
- Initiated migration to new School domain - soic.indiana.edu.
- Implemented School-wide unified Computing Infrastructure
  - Windows servers and workstations
  - Linux servers and workstations
  - Print service infrastructure.
- Launched new Graduate Admissions System.
- Unified Server Backup Structure across School.
- Implemented new internal hardware asset tracking database.
- Significant Laboratory Computing Hardware Upgrades (124 machines deployed).
  - LH115
  - IW109
  - IE001
  - LH201i
  - IW010
  - IW105
  - IE001
  - IE203
- Significant upgrades to Windows and Linux Server Hardware Infrastructure
- Machine room infrastructure changes
  - New KVM system installed for IW016
  - Server monitoring system unified on Nagios
  - Temperature monitoring systems unified.
- Major engineering projects.
  - Robotic Arm installation in Info East 010 (Hauser).
  - ETHOS House Clock hardware (Camp, Connelly).
  - IP Camera Infrastructure (Sabanovic).