ARCHIVE: 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 Listserv 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).