MAJOR ACTIVITIES

Infrastructure, Physical Upgrades

- Cleaned the Math Science Building (MSB) Data Center
- Replaced the old battery string within Uninterrupted Power Supply (UPS) resulting in being able to keep the data center on line if the generators at facilities fail to start
- Signed off on the design of redundant cooling to remediate the existing failing system in MSB Data Center
- Moved FAMIS system, which tracks facilities issues (hosted off-site), to a new data center.

Infrastructure, Operational Upgrades

- Upgraded the mainframe hardware, replaced IBM 9672 ($200,000 savings) with IBM z10, upgraded z/OS from version 1.4 to version 1.7 and successfully planned, coordinated, tested, and validated the move of all applications to the z10.
- Doubled capacity of and upgraded Server Virtualization environment to provide hosting to over 320 Windows and Linux servers in support of Kuali, HuskyCT, Exchange, NetID, and many other critical University services, while avoiding the costs associated with individual server purchases.
- Deployed Red Hat Satellite Server and Zabbix to provide monitoring and management of over 200 Linux servers, improving operational efficiencies and audibility over managing each server individually. Upgraded the scanner to iNSIGHT 150 in support of Student Evaluation of Teaching
- Upgraded the scanner to iNSIGHT 150 in support of Student Evaluation of Teaching

Infrastructure, Applications

- Upgraded the Tele/Data management system (Pinnacle) from version 4 to version 6, introduced online telephone billing services, and integrated the new funding model.
- Upgraded FAMIS from XIR1 to XIR3 and completed cost analysis effort (migrating data that could not be handled by Kuali from FRS to FAMIS).
- Successfully implemented Infoblox and deployed software (DNS/DHCP/IPAM and processes which greatly helped the management of services across the network.
- Deployed new LDAP infrastructure in support of SafeConnect (replaced NetReg).
- Implemented Enterprise File Services utilizing Microsoft Directory File Services providing a common solution to file service needs for all faculty, staff and students.
- Upgraded the internal documentation management solution, Plone.
• Upgraded Active Directory to version 2008 R2, which is a required prerequisite for the exchange 2010 upgrade. It also allowed us to meet the needs of the user community in relation to windows services.
• Helped implement, along with School of Engineering, Microsoft Lync as a university-wide messaging and conferencing option for faculty and staff.
• Installed and implemented secure file sharing service, FileLocker (replaced DropBox)
• Installed and implemented managed workstation / server environment, System Center Configuration Manager (SCCM).
• Installed and implemented Windows encryption, Microsoft® BitLocker® Administration and Monitoring (MBAM) replacing McAfee EndPoint Encryption (MEE) as part of the secureU/managed workstation initiative; impacts West Hartford, Torrington, and UITS.
• Deployed the new infrastructure, middleware, database, and application for new HuskyCT, Blackboard 9.1 which is now available in pilot mode to a select group of participants. Deployed 40+ server infrastructure, middleware, and integration codes for new Kuali and KFS projects, including Atlassian Suite (Wiki, Bug Tracking, SDLC Management) for DevOps.
• Developed building emergency contacts application; supported Payroll/Scheduling enhancements; and installed Common Alert Protocol capability (sending emergency alerts to wide panel displays around campus) for Public Safety.
• Deployed new WordPress platform to consolidate several dozen individual and departmental installations, reducing security risk by providing a centrally managed solution.
• Finalized procurement of IBM Filenet Document Management System and started the first implementation wave. Once implemented this system will provide all university schools, colleges and departments with secure document storage, retrieval, and search capability.
• Finalized procurement of IBM Web Content Management System to simplify the development and updating of web sites.
• Completed a Mobile Phone Book App through the Mobile Computing Collaboration and Shared Development initiative. This application will allow mobile users to access the university phone book via their mobile devices.
• Developed various workflow, web applications and sites for academic areas and departments that include but are not limited to: Academic Fellowship application for the Graduate School, Travel Approval, Faculty Consulting Approval, Recreation Department Service Desk application, and Daily Digests.
• Implemented supporting payroll interfaces to Core-CT and the interfaces needed for Kuali.
• Successfully processed FRS Fiscal Year End business financial transactions by opening Fiscal Year 12 and closing Fiscal Year 11 within planned timeframes.
• Upgraded the Spam filtering infrastructure, immediately blocking, tagging or quarantining ~86% of the over 1 million emails sent to UConn daily.

**Infrastructure, Storage**

• Implemented file storage in support of the Enterprise File Services effort for faculty, staff and students.
• Upgraded the Tivoli Backup Services to version 6 to remain on currently supported release. New features of V6 include conversion from proprietary SQL database to DB2 which results in improved performance and the ability to grow the server to support more users.
• Replaced Tier 1 Storage device as existing device which was at end-of-life.
• Upgraded Tier 2 Storage from 232 TB to 509 TB to support growing storage needs including increased use of server virtualization (VMWare), centralization of some departmental storage, and Public Safety cameras.
- Upgraded Storage Area Network (SAN) to version 6 to remain on currently supported release.
- Upgraded Storage Virtualization to Version 6.1.
- Upgraded two Blade Center Fibre Channel switches from 4Gb/sec to 8Gb/sec. To improve performance, added 4 additional connections per blade center switch (2 switches / blade center, 4 blade centers) for a total of 12 connections per blade center up from 4. Server virtualization is supported on the Blade Centers. The higher adoption rate of virtualized servers has resulted in increased I/O traffic to the Blade Centers. Upgrading the number and speed of the connections ensures that server’s performance is adequate to meet the needs of users.

**Infrastructure, Network**

- Created a RFP (out to bid) to remediate outdated HVAC, Electrical and Water Penetration at the sub-basement of HBL network distribution site.
- Equipment purchased and installation in progress to upgrade the outdated HVAC, Electrical and UPS at the Chemistry Core site.
- Upgrade in progress, to include network core/distribution components and install new fiber, for the Connecticut Education Network (CEN) which the University operates in conjunction with BEST.
- Implemented CEN TelePresence (video conferencing) test sandbox in the UITS executive conference room.
- Completed audit and updated all information on work area outlets for West Hartford giving a true count of the number of campus data jacks.
- Started audit of more than 800 Telecommunications rooms on all campuses to document the size and condition looking at HVAC, electrical and security.
- Audited all High Tech Classrooms on all campuses to identify requirements to replace out of date or broken equipment. Total number of rooms to be audited is in excess of 350.
- Completed Fiber Backbones 0, 1, 2, 7, 8, 9 expanding the flexibility of redundant fiber pathways around the campus thus allowing for the growth in the number of multi-homed buildings and telecommunication rooms.
- Completed wiring and networking components of the SSHB West Classroom building.
- Completed portions of SSHB East (fiber for temporary facilities, copper outside plant), including writing bid specifications.
- Successful completion of cabling infrastructure for West Campus Residence Halls; Mahon Residence Halls Wireless, East Campus Residence Halls, Hilltop (Hale, Ellsworth) Campus Residence Halls Wireless, Alumni Quad Campus Residence Halls Wireless.
- Rerouted *HuskyVision* fiber circuits feeding North and Northwest Residence Halls (due to a mouse-induced fiber cut).
- Upgraded security system circuits for the Depot Campus (HR panic alarms, Kennedy access control/intrusion detection) onto UITS network instead of dry circuits.
- Incorporated School of Engineering network back to the centralized network.

**Infrastructure, Security**

- Vetted and received approval for a completely re-written information security policy suite.
- Removed all cardholder data from all systems to simplify compliance with PCI-DSS.
- Completed RFP for Quality Security Assessor (QSA) to validate compliance with PCI-DSS.
- Masked/removed Social Security Numbers (SSN) in Enterprise reporting tools as appropriate.
• Created the secureU initiative designed to reduce risk, provide user based disaster recovery and simplify end user support. Piloted the program at Torrington and West Hartford, and performed campus-wide reconfiguration of all servers and computers.
• Replaced firewalls at the Internet border to ensure adequate capacity and additional redundancy.
• Standardized and updated the end user security tools: Safe Connect for network access control, System Center Configuration Manager (SCCM) for Windows managed workstation, Microsoft BitLocker for Windows encryption (replacing McAfee EndPoint Encryption, MEE), and Microsoft ForeFront for Windows / Clamxav for Macintosh antivirus (replacing Symantec Endpoint Protection).
• Improved security and access mechanisms to the PeopleSoft Student Admin System by removing access of 257 Hyperion users with Report Write access to the Student Administration Reporting database (CSRE); creating new groups to be developed for Hyperion used in the Student Administration Data Mart (SADM); and modifying the Hyperion access request web form.

**Infrastructure, End User Services**

• Completed implementation of the managed workstation within UITS, Pharmacy, Torrington and West Hartford. Software updates/installs are packaged and automatically pushed to desktop computers to ensure most current OS, antivirus, encryption, etc. The time to resolve computer problems is reduced as remote assistance is the first attempt which cuts down on the need to travel to an office.
• Helped lock down the PCI Network through Group Policy so that technicians were informed of vulnerabilities and how to remediate them instead of trying to decipher reports which was difficult and time consuming. It was becoming very inefficient so to meet the needs of the security and end user support groups, the reports were modified, resulting in reduced number of technician visits for most machines.
• Completed WinPE pre-boot environment (based on DaRT) for User Services and distributed to academic IT around campus. It includes advanced tools for troubleshooting, is modular and upgradable, and integrates with BitLocker.
• Purchased and installed a software access management solution (SAM) - Sassafras, which will help the university track software licenses and monitor usage in order to make educated decisions on purchases.

**MAJOR DEVELOPMENTS / SPECIAL EVENTS**

Identified **IT Strategic Priorities** to include Governance, PMO, Network Master Plan (wired, wireless, high technology classrooms), secureU, disaster recovery, data center rescue, end user services, identity management, and data warehouse. Executive summaries were prepared and will be presented to the Board of Trustees.

UITS hosted 3 external reviewers (Temple, Maryland, and Boston Universities) who met with multiple campus leaders and staff, focusing their conversations on academic & research computing, data management & security, and enterprise applications & infrastructure.

Hosted external reviewer (University of Texas at Austin) focusing on observations and recommendations for addressing the challenges and opportunities associated with IT Governance at the University of Connecticut (UCConn). On March 12 – 14, 2012, meetings were conducted with numerous campus leaders and perspectives were shared on how best to architect and facilitate IT Governance on a University campus.
Initiated the IT Quality Management department which includes the areas of Governance, Project Management, Service Management, and Engagement Management.

Established a new service organization, a University-wide IT Project Management Office (IT PMO). The IT PMO provides project management expertise, guidance, training, tools, and reports. To date, the group has completed extensive requirements gathering, reviews of peer and aspirant institutions, a design effort, and a pilot. It has provided training and mentoring to various University departments and executives. In addition, the IT PMO has established an apprenticeship program wherein students of UConn’s project management certificate programs have gained hands-on experience. The IT PMO will begin applying its standardized methods to new projects this summer.

In January 2012 established the Sue Fisher Cutting-Edge Technology Fund, named for a longtime UITS employee, to raise money through private donations to fund IT programs and research in emerging technologies. The program's goal is to provide a funding vehicle for IT enrichment purposes in the higher education environment. Awards from this fund will allow for research in emerging communication and computer technologies.

Contracted Google Aps for Students, deployed the infrastructure and applications in preparation to replace HuskyMail.

Kuali Financials: Provided project management, platform installation, infrastructure design, workflow development, and interface integration. Architected the Kuali/RICE application development/implementation environments and configured. Defined overall Kuali KFS infrastructure and incorporated an integration server to facilitate file delivery and receipt of files. MUDD-table use was resolved for the Kuali/RICE platform.

EnCore: Restarted the Human Capital Management (HCM 9.1) at East Hartford in partnership with CORE-CT. This is a joint effort with the State of Connecticut (OSC) and UConn. Completed the requirements definition, FIT gap phase, and nearing completion of the gap resolution phase.

Successful negotiated and established easements and licenses for 3rd party entry to allow the use of University resources (conduit and fiber optic strands). This led to a $70,000.00 revenue intake from Verizon.

Revised the Oracle PeopleSoft license and saved the University $252,913.19.

Mainframe availability within planned uptime: 99.99%

**PROCESS IMPROVEMENTS**

To monitor customer satisfaction, implemented Help Desk Institute (HDI) survey tool with current ticketing system (CA-Service Desk).

To provide a more timely resolution and/or escalation, implemented First Call Responder (FCR) in the end user services area.

Implemented Change Advisory Board (CAB) and Emergency Change Advisory Board (eCAB) following ITIL best practices to ensure that all systems changes are reviewed, are understood for dependency and impact, signed off by authorized personnel, and scheduled for during a time least disruptive to services.
Completed several PeopleSoft Student Administration (SA) enhancements requested by the group of SA directors responsible for setting priorities.

- Extended password from 120 to 180 days to accommodate students through semester.
- Successfully participated in the Graduate School implementation of Hobson’s Apply Yourself online application by supplying the required PS Student Admin interface. Updated the Applicant Summary online information, provided the ability for the admissions counselors to review all the application data on one consolidated page.
- Enhanced the Admissions Self-Service Allows for Waitlist Options.
- Developed a process to provide Missing Student Contact Information.
- Provided additional modifications needed to support the Learning Management System. WebCT Vista to Blackboard upgrade – Modifications to Student Administration faculty self-service were implemented to allow for the parallel processing. Full production implementation of the Blackboard interface is scheduled for spring 2013.
- Created a process to replace an outdated paper survey for Course Content evaluation with an online survey.
- Currently supporting an online statistical reporting solution for the Student Evaluation of Teaching (SET) survey system as requested by the University Senate and ultimately other survey systems.
- Implemented a process to accommodate IRS regulations that required all fellowships be reported on 1098T's as requested by the Bursar’s Office.
- Automated a return check process in Cash Operations Office.
- Provided New Custom Fiscal Monitoring for Financial Aid Office.
- Supported Satisfactory Academic Progress (SAP) Federal Regulation Changes.
- Completed PeopleSoft Student Administration/Campus Solution Bundle implementations (required quarterly to maintain compliance with federal regulations).

Audit Findings Remediated

- Locked down developer security in the Student Administration (SA) System. In the process of eliminating Student Administration generic Student Accounts. Implemented SA Student Employee standards and developed a RIP176360 template as recommended.
- Implemented Release Management process.
- Implemented Solution Development Life Cycle process.
- Created documentation for administrative and student employee ID creation, protocol, standards, and process flow.

New ID-System Search/Match process was implemented to help reduce/eliminate the creation of duplicate NetIDs.

Revamped the student orientation 2012 technology sessions curriculum this year to decrease emphasis on the ‘log-in-and-change-your-password’ type exercises and increase emphasis on more practical tools like accessing the advisement reporting; searching for classes; understanding lecture, lab, discussion sections; etc.

**EDUCATION / PROFESSIONAL DEVELOPMENT**

- Attended ITIL V3 Foundations course; 5 Certified.
- Attended Project Management Training; 5 Certified PMP.
- Attended Project Management Training; 3 Certified.
- Developed curriculum and delivered Systems/Solution Development Life Cycle (SDLC) training for all Enterprise Application Systems (EAS) staff.
- Attended Six Sigma, Green / Black Belt Training; 1 Green Belt Certified.
- Re-certified RCDD (Registered Communications Distribution Designer) -- Outside Plant Specialist and Wireless Specialist.
- Certified CISCO Bootcamp CCNA (CISCO Certified Network Associate) & CCNP (CISCO Certified Network Professional).
- Certified GIS (Graphical Information System).
- Conducted Student Administration (SA) System hands-on training for 100+ new administrative users.
- Provided Student Administration Introductory training to 350+ students at international orientation, and UConn Fire Department staff.

**TOOLS – ENTERPRISE APPLICATIONS & DECISION SUPPORT**

Data Warehouse & Reporting Services completed and/or supported the following activities:
- Upgraded Hyperion to Version 9.
- Created the ETL standard and acquired the funding for implementing DataStage as the strategic Data Warehouse loading technology.
- Published the UITS Reporting Position Paper and began activities to implement those technologies for reporting and analytics.
- Published the University BI Service Strategy and began work to socialize and implement those practices.
- Acquired and implemented the IBI WebFOCUS reporting and analytics platform and are currently training users in advance of the Kuali implementation.
- Began the data modeling and development of the Enterprise Data Warehouse the construction of Kuali Financial Data Mart being the first piece.
- Acquired Microsoft Project Server 2010 for tracking and reporting project information, including schedule, resources and cost data.

**PEOPLE**

Staffing in the Division:

- SMAC Employees – 2
- Exempt Employees – 7
- UCPEA Employees – 156
- Classified Employees – 8
- Special Payroll - 16
- Consultants – 16
- Graduate Students – 14
- Student Employees – 70

**STAFFING CHANGES**
## Staff Additions / Role Changes

<table>
<thead>
<tr>
<th>NAME</th>
<th>POSITION</th>
<th>DEPARTMENT</th>
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</thead>
<tbody>
<tr>
<td>Janine Donovan</td>
<td>Admin Specialist</td>
<td>Business Office</td>
</tr>
<tr>
<td>Denise Irmscher</td>
<td>Manager <em>(Transfer from CUE)</em></td>
<td>Business Office</td>
</tr>
<tr>
<td>Christine Czemske</td>
<td>Admin Services Asst III <em>(Transfer from CUE)</em></td>
<td>Business Office</td>
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<tr>
<td>Sheila Harris</td>
<td>Computer Tech Support Consultant IV / Transfer West Hartford</td>
<td>Connecticut Education Network</td>
</tr>
<tr>
<td>Searching</td>
<td>Network Tech 3 or 4</td>
<td>Connecticut Education Network</td>
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<tr>
<td>David Raines</td>
<td>Computer Programmer / Analyst II</td>
<td>Controller</td>
</tr>
<tr>
<td>Searching</td>
<td>Computer Tech Support II</td>
<td>End User Services / CRM</td>
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<tr>
<td>Rick Portuguez</td>
<td>Computer Tech Support Consultant <em>(Special Payroll)</em></td>
<td>End User Services / CRM</td>
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<tr>
<td>Andrew Carty</td>
<td>Computer Tech Support Consultant <em>(Transfer Continuing Studies)</em></td>
<td>End User Services / CRM</td>
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<tr>
<td>Christopher Mangini</td>
<td>Special Payroll / Help Center</td>
<td>End User Services / CRM</td>
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<tr>
<td>Coreen Seymour</td>
<td>Database Administrator II</td>
<td>Enterprise Applications</td>
</tr>
<tr>
<td>Jessica Ticino</td>
<td>University Specialist Temp</td>
<td>Enterprise Applications</td>
</tr>
<tr>
<td>Do Cuong</td>
<td>Information Systems Analyst II</td>
<td>Enterprise Applications</td>
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<tr>
<td>Michael Garcia</td>
<td>Assistant Director</td>
<td>Enterprise Applications</td>
</tr>
<tr>
<td>Linda Jackson</td>
<td>Computer Tech Support Consultant IV</td>
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<td>Nancy Stone</td>
<td>Database Administrator II</td>
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<td>Robert Sheahan</td>
<td>Computer Programmer Analyst II <em>(Transfer Continuing Studies)</em></td>
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<td>James Gedarovich</td>
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<td>Jenna Simmons</td>
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<td>PeopleSoft SA Comp Programmer Analyst</td>
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<tr>
<td>Searching</td>
<td>Java Developer</td>
<td>Enterprise Apps / Web Development</td>
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<tr>
<td>Michelle Cahill</td>
<td>Manager</td>
<td>Financial Services</td>
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<tr>
<td>Richard Teal</td>
<td>Manager &amp; Interim Assistant Director</td>
<td>Operations / Infrastructure</td>
</tr>
<tr>
<td>Thomas Aparo</td>
<td>Operations Support Specialist</td>
<td>Infrastructure</td>
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<tr>
<td>Christopher Dupont</td>
<td>Operating Systems Programmer / Analyst III</td>
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<tr>
<td>Russell Jancewicz</td>
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<tr>
<td>Dylan Marquis</td>
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<tr>
<td>Christa Grasso</td>
<td>Governance <em>(Special Payroll)</em></td>
<td>IT Quality Management</td>
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<tr>
<td>William Donahue</td>
<td>University Specialist Temp</td>
<td>Networking</td>
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<tr>
<td>Todd Austin</td>
<td>Network Technician I</td>
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<tr>
<td>Gregory Sulman</td>
<td>Network Consultant I</td>
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<tr>
<td>Jeffrey Albright</td>
<td>Media Technician III <em>(Transfer from CUE)</em></td>
<td>Networking</td>
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</tbody>
</table>
Seann Albright | AV Tech I *(Transfer from CUE)* | Networking  
Douglas Erickson | Media Tech II *(Transfer from CUE)* | Networking  
Elijah Hanyckyj | AV Tech I *(Transfer from CUE)* | Networking  
Lance Nye | Media Technician II *(Transfer from CUE)* | Networking  
Michael Waltrous | Manager Audio *(Transfer from CUE)* | Networking  
Brien Woodaman | Media Technician *(Transfer from CUE)* | Networking  
Andrew Pagano | Computer Tech Support Consultant III *(Transfer from CUE)* | Networking, Physical Infrastructure Planning  
Nancy Bull | Vice Provost for Information Technology | Office of the Provost  
Lee Aggison | Special Assistant to the VP Info Technology | Office of the Vice Provost  
Michael Vertefeuille | Special Assistant to the VP Info Technology | Office of the Vice Provost  
Searching | Admin Serv Spec | Office of the Vice Provost  
Pam Kriedeman | Computer Tech – IT Project Manager Kuali | Project Management Office / Enterprise Applications  
Joel Norris | Computer Lab Coordinator | West Hartford Campus  
Ronak Patel | Computer Tech Support Consultant I | West Hartford Campus  
Robert Wentworth | Computer Tech Support Consultant I | West Hartford Campus  

**Staff Departures**

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<tr>
<th>Last Name</th>
<th>First Name</th>
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<tr>
<td>Cabral</td>
<td>Raymond</td>
<td>Technical Infrastructure</td>
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<tr>
<td>Dziekan</td>
<td>Dolores</td>
<td>Administration</td>
<td>12/31/2011</td>
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<tr>
<td>Foster</td>
<td>Sharon</td>
<td>Administration</td>
<td>4/5/2012</td>
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<tr>
<td>McSweeney</td>
<td>Joyce</td>
<td>Moved, School of Nursing</td>
<td>4/13/2012</td>
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<td>Myer</td>
<td>Charlene</td>
<td>Enterprise Applications</td>
<td>9/30/2011</td>
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<tr>
<td>Pierson</td>
<td>Timothy</td>
<td>Technical Infrastructure</td>
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<tr>
<td>Weinstein</td>
<td>Peter</td>
<td>Enterprise Applications</td>
<td>12/9/2011</td>
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<tr>
<td>Wormsley</td>
<td>Steven</td>
<td>Director, DPPO</td>
<td>2/4/2012</td>
</tr>
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</table>

**CORPORATE AND FOUNDATION AFFILIATES**

- Help Desk Institute (HDI)
- NEREN (Northeast Research and Education Network)
- Internet 2
- The Quilt
- ACUTA (The Association for Information Communications Technology Professionals in Higher Education)
- CISCO Wireless Advisory Board