



Information Resources and Technology

RCM Services

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MISSION

**PROVIDE EXCELLENCE IN TECHNOLOGY
BASED INFRASTRUCTURE, SERVICES AND
PROGRAMS TO ADVANCE DREXEL'S LIVING,
LEARNING, AND WORKING ENVIRONMENT**

VISION

**WORK COLLABORATIVELY TO ENABLE THE
SUCCESS OF ALL UNIVERSITY STAKEHOLDERS**

SEE IRT'S STRATEGIC AGENDA AT:

[HTTP://WWW.DREXEL.EDU/IRT/ABOUT/STRATEGIC-AGENDA/](http://www.drexel.edu/irt/about/strategic-agenda/)

LEARNING MANAGEMENT LICENSES, HOSTING, TRAINING, AND TECHNICAL ASSISTANCE

- Blackboard Learn
- Blackboard Collaborate
- Blackboard Mobile
- Blackboard Analytics for Learn
- Turnitin
- Kaltura
- Learning Objects
- Respondus
- VoiceThread
- 24/7 support

VIDEO CONFERENCING/ VIDEO PRODUCTION EXPERTISE / CONSULTING

- Webcasting of events, meetings, presentations, lectures, etc.
- Video Capture of events, Town Hall Meetings, guest presentations, classes, interviews, staff training, etc.
- Video Archiving & Post Production of recorded sessions
- Full Consulting services for Smart classrooms and media enabled conference spaces.

SITECORE WEB HOSTING

- Maintain Sitecore CMS servers, databases, software, etc.
- Assist departments on new sites; train departmental users
- Perform all programming, freeing web resources at depts.
- Hosting ≈130-150 sites with 130,000+ pages/images/etc.

SHAREPOINT APPLICATION AND SUPPORT FOR COLLABORATION

- SharePoint training and support campus wide
- Assist in development and support of new SharePoint sites
- Assist teams with their transition to owning their collaboration spaces
- Assistance in building out custom web parts and features for existing SharePoint sites
- Investigate emerging uses and extensions related to SharePoint
- ≈800 Active SharePoint sites

ENTERPRISE SYSTEM SUPPORT

- Ellucian Finance, HR, Student applications
- Oracle database and application maintenance
- TouchNet electronic deposits and payment plans
- eRefunds-WebCheck-eBills
- Blackboard Analytics for HR, Student, Admissions, Financial Aid and Finance (Warehouses and Dashboards)
- COEUS (Grants Administration)
- DegreeWorks – Advisor and Student Degree Audit software
- Hyperion Reporting
- Maximus (Effort Reporting and Space Analysis)

DOCUMENT IMAGING

- Nolij (Document Imaging)

UNIVERSITY-WIDE SITE LICENSE DISTRIBUTION

- Microsoft Office for faculty and staff
- Microsoft Windows updates for faculty and staff
- SOPHOS antivirus for faculty, staff, and students
- SOPHOS encryption/data loss protection for faculty and staff
- SPSS for faculty and staff (centrally funded)
- SPSS for students (Provost funded)
- Adobe Acrobat Pro for faculty and staff
- MatLab for faculty, staff, and students
- Maple for faculty and staff (centrally funded)
- Maple for students (Provost funded)

SYSTEM ADMINISTRATION, OPERATIONS, AND MAINTENANCE

- Provide Email for all faculty, staff, and students
- Manage servers and storage for centrally supported systems
- Backup and recovery services
- Disaster recovery administration
- University Research Computing Facility administration

SECURITY ADMINISTRATION

- Server virus protection
- Account, password, and security management (CAMS)
- Encryption, Data Loss Protection
- Mobile Device Management

PORTAL

- DrexelOne Web
- DrexelOne Mobile

NETWORK SERVICES

- Research Network Connectivity/Internet2 (100G)
- Science DMZ – high-speed + outside of firewalls
- Commodity Internet (3x10G)
- Wireless Connectivity – 2,600 access points
- Guest Wireless Connectivity
- Eduroam Access
 - Allows Drexel users to access wireless networks at other Eduroam schools using their Drexel user-ids and passwords while granting the same to users of the other Eduroam schools

IRT Services Currently Charged



TELEPHONY SERVICES

- Dial tone service charge \$7.00/month
- City call rates (per call) \$0.01 to \$0.03
- PA suburban call rates (per minute) \$0.01 to \$0.03
- PA long distance rates (per minute) \$0.05
- Inter-state long distance rates (per minute) \$0.04
- Directory Assistance \$1.00/call

BACKUP SERVICES

- PC/Mac backup charge \$6.40/month

ONE TIME NETWORK AND TELECOM SERVICES

- Multi-line desk phone \$125 or \$180, depending on model
- Conference phone \$640 to \$1,000, depending on model
- Network jack activation \$150
- Wiring/jack installation \$360 to \$1,200
(depending on wiring type and bldg.)
- Prices cover materials and third-party labor

Telephone and Network Benchmark Comparison



Phone Services	Drexel Rates	Penn Rates
Phone line setup	\$0 (reg), \$340 (VoIP) one-time	\$125 one-time
Dial tone+voice mail	\$84/year	\$291/year
Multi-line display phone	\$125 or \$180 one-time	\$36 (VoIP), \$240 (reg)/year
Conference phone	\$640 - \$1,000 one-time	\$144/year
Phone Calling	Drexel Rates	Penn Rates
Philadelphia	1-3¢/call based on time of day	4¢/call
Nearby PA suburbs	1-3¢/min based on time of day	4¢/call
PA long distance	5¢/min	5¢/min
Interstate	4¢/min	5¢/min
Network Services	Drexel Rates	Penn Rates
Wiring installation	\$580 - \$715 one-time	\$505 one-time + labor
Service activation	\$150 one-time	\$40 one-time
Service	\$0/year	\$75.84/year

IRT – SMALL + EFFICIENT COMPARED TO PEERS

- 97.23 Drexel-funded FTE (includes Telecom)

17.09 ASP benefit to Drexel

2.68 other funded

FY15	IRT	Telecom and Networking	Other	ASP Benefit to Drexel
FTE	87.04	10.19	2.68	17.09

- Lowest \$/student ratio and highest student/staff ratio vs peers

SPENDING – DREXEL + OTHER FUNDED

- U.S. Median central IT spending per institutional FTE¹
 - Strategic + Admissions benchmark schools= \$1,580
 - Drexel = \$804

¹ Institutional FTEs are calculated using IPEDS data. Institutional FTE is calculated as: total full-time student enrollment + 1/3 x part-time enrollment + total staff FTEs.



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Questions?