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Features

101 BEST PRACTICES >> Administrative IT

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When it comes to Administrative IT solutions and processes, best practices run the gamut. Enterprise resource planning (ERP), student information systems (SIS), and tech support are obvious areas of focus. But just think about the change that could be accomplished via the implementation of campuswide

document imaging and sharing, a new approach to RFP writing, or the reassessment of disaster recovery strategies and tools. Never let it be said, however, that the smallest, seemingly innocuous alteration in practice can't make a difference: Even a new user-friendly interface that invites recalcitrant fundraising officials to actually use their advancement software, or washing machines that announce from cyberspace that they're ready to be unloaded, can dramatically change life on campus as we know it.

68 :: WANT ADMIN IT DONE RIGHT? DIY



MULTIPLE BEST practices from San Joaquin Delta's Belarmino.

At **San Joaquin Delta College** (CA), Lee Belarmino, associate VP of IT, and his peers couldn't find an administrative system that worked for them, so they built their own. "We weren't just interested in the latest technology for technology's sake, so we protected our legacy investment in processing on a very large mainframe **Unisys** system while we did our research on all the major players in the administrative world," Belarmino recalls. "We found the choices extremely pricey for what they were delivering. So, we developed our own

administrative system—almost a full suite: a student information system, a human resources system, and a payroll system. As the first large-scale administrative system based on object-oriented development, it took a number of industry awards." The college also has an off-the-shelf **Oracle** financial system.

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71 :: BI NEEDS SENIOR-LEVEL CHAMPION



TDWI's Wells on BI

Launching a business intelligence initiative is tough enough in private industry. But higher ed institutions face some extra hurdles in rolling out a data warehouse for business intelligence, according to David Wells, director of education with [The Data Warehousing Institute](#), a training and educational institute for business and IT professionals. Among the challenges Wells and others cite is that of gathering consensus. Unlike a typical

large business, a university isn't a single enterprise, Wells points out. It can be politically difficult if not impossible to get various entities across campuses to agree on basic issues, such as what the end-purpose of the data warehouse is, what data to share, and who should be in charge. "I think it's a more challenging business case to make," Wells says, partly because institutions typically divide immediately at the top into academic and administrative sectors. Because a data warehouse has to integrate across organizational boundaries, he says, the arguments that might sell administrators usually don't resonate with the academic community, and vice versa. "It takes a real believer driving from the top to make it happen." [More info here.](#)

72 :: IT SECURITY ON CAMPUS



DARTMOUTH makes a token effort.

Dartmouth College (NH) has been one of the "early adopters" of public key infrastructure (PKI) technology among higher ed institutions. Toward this end, administrators opted to utilize "tokens"—specifically, eToken technology from [Aladdin Knowledge Systems](#). eTokens include a USBbased token, a hybrid USB and OTP token, a token with flash memory, and more. The key-sized tokens simply plug into a USB port to enable on-board generation and secure storage

of keys, passwords, and certificates for digital signing and encryption.

Dartmouth has issued eTokens for the past two years to all incoming freshmen, and is planning to issue tokens for all undergraduates and graduate students within the next two years, as well as to all faculty, staff, and even alumni. The school had also considered smart cards for authentication and password management, but went with USB token devices because smart cards require readers, and there would have been additional cost and maintenance compared to the USB ports available on nearly all computers. The technology is getting less complex and more affordable, say campus spokespeople.

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