

# Operational Projects

## Knowledge and Information

**Glossary of terms:** The new Information Center is responsible for compiling the first stage of a glossary of OUI terminology, to be published on the University portal, making it easy to conduct an advanced search of terms.

**FAQs:** A list of frequently asked questions has been prepared by the Information Center, covering enrollment, graduates, course development, and study groups, with attention to display, parameters and defaults.

**Administrative reports:** A database relevant to content areas was configured and developed, as were selected administrative reports, by means of advanced BI (business intelligence) software, which enables independent access to a variety of levels of data. Enrollment development reports were improved and assimilated, graduate reports were developed, and enrollment data and reports on courses are under development.

**Data security policy:** A data security policy paper was drawn up and a program to implement the requirements is underway.

## Administration and Logistics

**OUI Contract Administration System:** The past year saw the launch of the first edition of the Open University Contract Administration System, which was developed on the ERP platform. All OUI contracts will be entered into the system, including purchasing contracts, other contractual agreements, and reciprocal agreements. The system will supply all necessary information for contracts, as well as informative reports and notification mechanisms for impending termination or extension/renewal of the contract.

**Automatic purchasing :** An automated tool now facilitates management of inventory levels and automatic production of purchase demands.

**OUI vehicle search and follow-up:** A new system was instituted to access computerized employee cards and follow up traffic violations and other parameters for vehicles belonging to the University.

**Digital signs:** A new OnePoint Technologies product makes it possible to incorporate advertising and marketing content with directions to events and meetings at the OUI. The system is more convenient and user-friendly than the previous one.

**Business continuity:** A mapping process was implemented in the past year for a disaster recovery plan (DRP) in the event of a broad computer system failure, and an alternative site will be set up next year. Concurrently, a system was developed to enable an initial response by the organization in the event of a partial or total breakdown in the data system. The system is focused on the ability to send out notices to populations affected by the breakdown, according to a specific scenario. A continuous data export mechanism to an external site was developed, along with relevant data information forms, and a service was acquired that enables notices to be emailed and/or texted to the different groups.

### Central Report Infrastructure Conversion Project

**(SQR):** This replaces the central report production (SQR) infrastructure with an operational system designed to minimize the number of printouts, in keeping with the OUI's Green University principles. This follows the trend towards making forms available online, as in the *Sheilta* interactive services system, and reduces the need for printouts and mailed notices.

**Server virtualization platform:** The planning and implementation of a VMware vSphere virtualization platform was completed during the past year. The current version will transfer all OUI virtual server environments to the new platform, which includes 20 VMware servers. The platform will improve computer service to users by enhancing system survivability, increasing server performance, significantly expanding the growth capacity of virtual environments and improving system administration and efficiency.

**Back-up systems:** New Data Domain technology, based on disk backup, provides an additional, streamlined system for the backup and storage of information. Duplicated data is identified and a single copy for everything appearing in that data is saved, even when it is stored in different data systems or temporarily backed up at separate times. In addition, because it uses disks, data can be more readily and quickly retrieved.

**Upgrade of organizational PCs and software:** Hundreds of personal computers and peripherals used by employees were replaced. Study center computers were upgraded to WIN7 operating systems. All employees switched to Office 2010 and Explorer 9.