



Best Practices in Mobile & Wireless

2006 Awards Program

10

AWARD-WINNING SOLUTIONS

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INNOVATION AND PROMISE HONOREES (continued) wireless WANs, etc.) or improvements made to enhance pre-existing mobile and wireless networks. Submissions on the deployment of wireless WANs or LANs or other mobile and wireless networking technologies may be made in this category as well, but the focus should remain on the project's innovative approach, use of wireless technologies and successful implementation.

Coppin State University



Front, from left: Network Specialists Mohammed Ahmed and Robert Reddish, VP of IT & CIO Ahmed EL-Haggen, Dir. of Network Services, Mitch PreVatte, Asst. Dir. of Network Svcs. Thomas Smith III. Back row, from left: Dir. of Telecom and Campus Infrastructure Dick Rader, Network Specialist Asst. Intern Keyon Johnson.

Fast Facts

COPPIN STATE UNIVERSITY
BALTIMORE
WWW.COPPIN.EDU

"IT IS VERY SATISFYING TO SEE OUR STUDENTS STUDYING AND COLLABORATING AROUND THEIR LAPTOPS USING OUR CAMPUS NETWORK RESOURCES AND THE INTERNET VIA COPPIN'S WIRELESS NETWORK."

AHMED EL-HAGGEN, VICE PRESIDENT OF IT & CHIEF INFORMATION OFFICER, COPPIN STATE UNIVERSITY

COPPIN STATE UNIVERSITY set forth to transform its teaching, research and administrative environment through the strategic deployment of IT. The academic and IT leaders had an ambitious objective to make Coppin State's technology infrastructure a competitive differentiator, to attract new net-generation students, retain top faculty and optimize the operational efficiency of its administration. In order to do so, it would have to deploy a new voice and data network.

STRIVING FOR "TECHNOLOGY FLUENCY"

The leadership team conceived of a "Technology Fluency Program" which would immerse students in a sophisticated, rich technology environment which would provide them with the necessary skills, conceptual understanding and intellectual capabilities to render them technology-fluent.

Since this robust infrastructure was built, Coppin State has launched several technology initiatives that have enhanced students success. These include the Tegrity Campus, where classroom instruction is recorded, uploaded to our CMS for later review and synchronization to the students' digital notes taken synchronously or asynchronously.

Other new initiatives include a Web-centric

Enterprise Resource Planning (ERP) system, enhanced campus security, and a one-card system for faculty and staff access to classrooms parking areas. This one-card system is also used by students in residence facilities for meal plans.

The infrastructure enables the campus-wide deployment of decision support systems, data analyzers, and a data warehouse. Secure campus servers within the network infrastructure enable the deployment of an e-provisioning system and Web self services.

In order for all this to happen, the entire core campus network infrastructure needed to be upgraded. The plan included deployment of a new telephony platform, including traditional and IP telephony along with unified messaging capabilities. The data network needed to be upgraded to provide greater bandwidth, reliability, redundancy and quality of service features. Solutions for physical and cyber security were required and the plan also needed to encompass a wireless mobility campus-wide rollout.

CHANNELING IT ENERGY

In short, the goal was to roll out a state-of-the-art network infrastructure that would energize the faculty pedagogical creativity, foster research innovation, streamline administrative efficiency and enable learning and success. The new Web-centric ERP system with portal technology provided secured access to our students, faculty, and staff utilizing the Internet through e-self-services. Deploying an SSL VPN solution enabled the university community to remotely and wirelessly have secure access to their homes, departments, schools, and campus-wide data storage areas.

Deploying IP SANs (iSCSI) enabled faster, larger, cost-effective storage capacity. We are currently deploying an IP SAN to replicate our mission-critical data to a remote site for disaster recovery purposes. Wireless VOIP phones are deployed to our Help Desk, IT Support staff, Housekeeping, and Public Safety. ▲

