

IT 2009-10

Accomplishment Description:

IT/BCIT Virtual Desktop Infrastructure (VDI) Project

The technology fee funding provided for this project allowed the IT department to research, develop and purchase 60 thin client units, along with the server and networking requirements to run a virtual desktop infrastructure at Lane.

During this past year, the Network Infrastructure department has researched, developed (and during the summer of 2010) implemented two thin client (VDI) labs currently in use by the Business department. These labs went online officially for fall term 2010 - but the background work during fiscal year 2009-2010 is what was needed to make this project happen.

The infrastructure division of IT worked with outside agencies to work through all the details necessary to setup this new innovation at Lane. Currently (as of fall 2010) there are two labs currently using this technology - LCC02 212 (computer classroom) and LCC19 249 (Business Resource Room).

Although we are still working through all the issues to stabilize these systems, this pilot program is an important first step in expanding this type of computing environment across campus. Some of the benefits of a VDI computing environment are:

- Lowered costs for workstation replacements in labs, classrooms, faculty and staff offices due to the extended life of the thin client units - approximate 7 year life span in comparison to a 3 to 4 year life span for standard desktop computers.
- Decreased on-location support requirements due to the way in which software is "delivered" to the desktop - remote support services will increase with these systems, but on-site support will decrease. The positive aspect of this is nearly immediate response time when support issues arrive, and nearly zero lost time getting to the location and/or working around class schedules. Support can be provided on a nearly immediate basis.
- Extended time between replacement of hardware, allowing technical staff to respond more quickly to other support needs for the college. This means faster service for everyone!

Strategic Direction

- Build organizational capacity and systems to support student success and effective operations.
- Achieve and sustain fiscal stability.

- Create, enhance, and maintain inviting and welcoming facilities that are safe, accessible, functional, well-equipped, aesthetically appealing and environmentally sound.
- Position Lane as a vital community partner by empowering a learning workforce in a changing economy.
- Foster the personal, professional, and intellectual growth of learners by providing exemplary and innovative teaching and learning experiences and student support services.

Learning Plan Goals

- Facilities enhancement.
- Curriculum enhancement.
- Increase support for innovation in instruction.

Student Affairs Plan Goals

- Ensure success-oriented systems and experiences.
- Create a Welcoming, Inclusive, and Responsive Environment.
- Assess the general college environment, including adequate academic and non-academic spaces for students.

College Council Priorities

- 5.2 Instructional Redesign: Leveraging Technology
- 5.1 Instructional Redesign: Work Processes
- 4.3 Responding to unit plans/council plans: Enhancing Classrooms
- 4.1 Responding to unit plans/council plans: Innovation
- 3. Efficiencies