



Deliverables and Cost Analysis for the CampusEAI (CEAI) Grant

CEAI is an international consortium that provides access to a development environment and a suite of products to support portal services. Annually, the consortium offers institutions the opportunity to apply for and receive admission and grants to their environment. The CampusEAI (CEAI) grant will allow for the delivery of software licenses and services to develop and deploy a new, feature-rich portal for UNCW. This new environment will offer our faculty, students and staff the flexibility to customize the look and content of a portal to suit their individual styles and needs. Also, the grant includes hosting services and a shared cost for software support services for a period of five years. The value of the products and services related to the CEAI grant are set forth in the following sections.

Software Infrastructure Deliverables

- **CampusEAI Community Source Software**

CEAI will deliver to UNCW the Community-Source portlets and channels that have been developed by the CEAI Consortium – Consortium Members and CEAI's Software Development team - and provides all members of the campus community with "single-sign-on" to their integrated teaching and learning interests, student services, and extra-curricular parts of campus life. These portlets and channels will serve students, staff, faculty, alumni and all other stakeholders of the institution's environment. The CEAI Community-Source portlets and channels extend the functionality and investments of existing legacy campus technology systems (e.g. Student Information Systems) and integrate current (e.g. Email, Calendaring, Learning Management, and Alumni Systems) and future Internet applications (e.g. Video on Demand).

The CEAI Community Development Center™ includes plug-in out-of-the-box portlets outlined below:

Enterprise Application Integration Portlets:

- ✓ Banner Account Summary Portlet



White Paper

- ✓ Banner Grades Portlet
- ✓ Banner Course Scheduler Portlet
- ✓ Banner GPA Calculator Portlet
- ✓ Banner Faculty Schedule Portlet
- ✓ Datatel WebAdvisor External Application Portlet
- ✓ PeopleSoft External Application Portlet
- ✓ MS Exchange Integration Portlet Suite
- ✓ Oracle Collaboration Suite Integration Portlet Suite
- ✓ Novell Groupwise External Application Portlet
- ✓ WebCT Campus Edition Portlet
- ✓ BlackBoard Enterprise Edition Custom Portlet
- ✓ Sakai LMS Custom Portlet
- ✓ Moodle LMS Custom Portlet
- ✓ Early Alert System Portlet
- ✓ Other Portlets

Collaboration Portlets:

- ✓ RSS and Blog Portlet
- ✓ Message Boards Portlet
- ✓ Poll Portlet
- ✓ Wiki Portlet
- ✓ Other Portlets

Community Portlets:

- ✓ eAnnounce Portlet
- ✓ eNews Portlet
- ✓ Bookmarks Portlet
- ✓ Official Notices Portlet Suite
- ✓ Search Portlet
- ✓ This Month in Campus History Portlet
- ✓ Search Portlet
- ✓ CampusView Portlet



✓ Other Portlets

- **Redhat, Liferay, CAS and mySQL License**

CEAI will provide Redhat, Liferay, CAS and mySQL installations and the necessary training and services needed to support them. These products are commercially marketed to provide services, training and support (e.g. <http://www.liferay.com/web/guest/services>).

The previously described software forms the basis of the environment that will be utilized to develop and continually refresh the new UNCW portal.

On demand Hosted and Managed Costs

The CEAI grant will allow UNCW to scale its IT operations. Services will include a virtualized environment to support the basic architecture for the UNCW Portal. The granted environment will be initially configured for 15GB to support up to 10,000 logins and up to 60,000 pages hits a day and can be utilized as a test, development or production server. As the portal implementation matures, the institution's granted hardware will scale from this standard build to an enterprise configuration of 150GB that will support up to 30,000 logins and 120,000 pages hits a day at no additional cost.



CEAI – Datacenter, Cleveland OH

The Portal will be housed in a CEAI datacenter within a multi-homed network on a UPS protected dedicated power circuit with reliable and sufficient bandwidth. CEAI is responsible for:



- Supporting, maintaining and administering the bandwidth infrastructure of CEAI's datacenter where UNCW's Portal will be housed.
- Providing, maintaining, supporting and administering a firewall for the purposes of controlling ingress and egress data from UNCW's Portal located at CEAI's datacenter - and the public Internet.
- The physical and virtual security of the Portal. Physically, within the CEAI datacenter, the Portal will be located within a locked security cabinet. Only authorized CEAI staff will have physical access to the cabinet through key-cards and lock combinations.
- Administering backups of the Portal.

Implementation of a virtualized environment and the benefits of housing the Portal hardware in a CEAI datacenter where services will be provided, administered, managed and hosted. While this may be perceived as a modest investment, the savings will eventually reduce Banner expenses during the term's third year. By comparison, UNCW is currently party to two additional on demand hosted arrangements: one with BlackBoard Learning at an annual cost of \$176,000; and a second with TouchNet for \$76,793 per year.

Professional Services Cost

To ensure the successful delivery of the Portal, CEAI will provide more than 600 hours of CEAI Implementation Services and Training. These services include:

- **CEAI Implementation Service**
The CEAI Implementation service provides a Project Manager who, through scheduled tele/web conferences, will work with the UNCW ITSD team to complete the standard CEAI Implementation process documentation for project planning, portal installation and configuration, portal design, portlet deployment, portal identity management and portal load and stress testing. The completion of the CEAI Implementation service results in UNCW's first production release of the Portal with an initial focus on students.
- **Portal Design**
CEAI Portal Design service provides UNCW with a portal design template, which the CEAI Design Team customizes to UNCW's branding.



- **Single Sign-On Integration**

UNCW will have the option to utilize pre-built portlets for single sign-on and integration with existing enterprise information systems and data sources.

- **Portal Identity Management**

UNCW's primary LDAP-compliant directory will be integrated with the Portal.

- **Training**

CEAI Consortium provides training specific to enabling UNCW to support and maintain the CEAI Portal. The training provided through the grant program consists of the following on-line, self paced courses:

- myCampus Portal Design
- myCampus Portal Administration

Software Support Costs

CEAI will provide software support that offers unlimited incidents, quarterly activity reports, access to technical information and software pre-releases, and other resources to help support the successful operation or development of the portal solution.

Support services include:

- 1) Priority handling of technical issues concerning the CEAI Portal solution
- 2) Unlimited support incidents
- 3) Submission of support incidents by email and phone and CEAI website
- 4) Two designated contacts
- 5) A personalized support home page providing access to current issue status, activity reports, and other member-specific files and information
- 6) CEAI Software and Portal debugging and assistance
- 7) Follow up of service requests created by the University
- 8) CEAI Software and Portal assistance with Configuration
- 9) Assistance with Patch Updates

CampusEAI Membership



In order to receive the grant, UNCW must be a member of the CampusEAI consortium. Membership in the consortium allows for cost savings in the institution's technology initiatives and better fulfills UNCW's missions. In addition to receiving community source access to the CEAI Consortium Community Development Center™, members:

- Receive discounts on CEAI Advanced Consulting Services.
- Receive special prices on Oracle, Sakai, and Mirapoint software and other third-party applications.
- Discuss technical and non-technical issues with peers in an open, neutral environment through the CEAI Consortium listservs.
- Provide strategic technical direction for the CEAI Consortium by being appointed to a CEAI Advisory Committee.
- Are recognized as a Center of Excellence (CoE) by the CEAI Consortium.
- Participate and receive discounts for CEAI Consortium sponsored conferences.
- Have access to CEAI Consortium partner demonstration facilities, and research and rapid application development facilities.