

The GEMS (Global Enterprise Management System) project is the College's information technology reflection of the "One College" philosophy. It provides for the districtwide deployment and availability of a number of strategic core "building block" information systems technologies.

GEMS will provide core technologies that may be used to address current challenges within the College's network infrastructure. These include:

- Too many login domains (over 60), unnecessarily complex and confusing
- Extensive requirement for touch labor for software installation, updates, patches, and support
- No global means to automatically monitor and alert tech staff on server performance and security issues, creating a reactive instead of proactive environment
- No method to authenticate students
- Immobility – unable to access resources outside of local department
- Limited shared knowledge, processes, fixes – lack of College process documentation
- Inability to easily and automatically track inventory, software licenses, resources
- Higher vulnerability to hackers, viruses, worms
- Lost opportunities of scale

The GEMS Project embraced the following considerations and direction:

- "One College"
- Single forest, single domain
- Entire administrative side deployed first – instructional side after technology is "proven" with the administrative side
- New domain replaces all existing non-instructional domains, workgroups, and NDS trees
- Instructional domains only exist for approved specialized instructional purposes
- Home folders for all employee users
- Accounts for all employees and students
- "Work smarter, not harder" – reduce touch labor, especially at desktop
- KISS – "Keep it Simple and Standardized"
- Secure by design; reliable, stable, high-performance, documented
- Effective monitoring and updates
- Provide means to inventory connected hardware and software
- Provide core technologies to support future opportunities
- Include Macintosh platform support

Phase 1 of the GEMS Project is anticipated to be tested and deployed at the Cosand Center during the Spring 2005. Migration of the campuses will start with Meramec in the Summer 2005.

The Phase 1 impact on the end-user computing experience will include:

- Single sign-on (user credentials) – eliminate the need to logon multiple times with different domain credentials
- Roaming Resources – specifically Home folders and “My documents”
- Reliability Assurance – user data backed up, reliable recovery system, and ability for self-healing workstations and applications

The Phase 1 impact on the technical support experience will include:

- Automated Update Deployment – system patches, application updates, new software deployments, anti-virus
- Remote Diagnostics and Repair
- Proactive System Monitoring
- Reduced touch labor requirements
- Enhanced fault tolerance
- Asset and software inventory, software usage
- Consistent processes
- More secure, less vulnerable to risk
- Expands technician's shared knowledge of solutions
- Leverage size of organization to yield Economies of Scale

The technologies deployed in GEMS Phase 1 include:

- Active Directory (single logon/resource directory)
- Active Directory management tools (from NetIQ & Quest)
- MOM (server performance monitoring)
- SMS (security updates, patches, software version/usage and systems inventory management)
- MIIS (identity integration)

Technologies anticipated to be deployed in GEMS Phase 2 include:

- Advanced Identity Management (self-service user password resets, credential sharing between applications, online realtime data shared between identity sources)
- AD, MOM, SMS, MIIS advantages available and extended to instructional uses
- Exchange 2003 (enhanced email and advanced messaging)
- SharePoint 2003 (team websites, advanced functionality replacement for file shares)

College opportunities available through GEMS Phase 2 technologies:

- Student Authentication
- Academic Integration (enhanced reliability and functionality of classroom technology)
- Personalized Experience – targeted content, self-service, mobile access
- Empowered Users

If you have any questions, please contact:

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