

Announcing the Enterprise Technology Center

During the summer, University Technology changed. Working quietly behind the scenes, we have reorganized the departments of Administrative Computing, the Staff Lab, and the Enterprise Applications arm of Computing and Network Services into a new unified department. Today, we are pleased to introduce you to this new endeavor, the **Enterprise Technology Center**.

The new University Technology, now consisting of Computing and Network Services (CNS), Instructional Technology Services (ITS), and the Enterprise Technology Center (ETC) has been redesigned to address the most pressing technology challenges we face today and also to prepare for Drew's technology future, in particular the forthcoming migration of Drew's administrative system, AIMS and CampusWeb, into a new integrated Enterprise Resource Planning system. The Administrative Technology Committee which is spearheading this migration project has been making steady progress on the selection process for Drew's new system and you will be hearing more from them in the coming weeks and months.

The new Enterprise Technology Center (ETC) works in concert with CNS and ITS and maintains [University applications and databases](#) by providing consulting and training services and custom software development when needed. This, of course, includes AIMS and CampusWeb, but also includes a variety of specialized applications used by University offices. ETC works with ITS in supporting academic systems such as Moodle, Drew's learning management system. ETC provides the behind the scenes maintenance and software development for these systems in support of the instructional services provided by ITS.

ETC brings together the [staff you already know](#) and have been working with for years on enterprise technology projects and puts them under one roof. With a customer-centric [philosophy](#) focused on **empowering the user**, being **transparent** in our methods and practices, and using **agile tools and techniques**, ETC is ready and able to help you with your technology needs.

[ETC Consulting Services](#) is your point of contact for ETC and is based in the Staff Lab in Brothers College. Staff may engage ETC Consulting Services for AIMS and other administrative software support, to provide standard or customized training, and for help on larger staff technology projects. If your project requires new software development or changes in AIMS or another University system, the consulting team will help you start the process. Once resources for your custom development project have been approved, ETC will work with you through every step of the process to ensure that the finished product meets your needs. Whether you need to create a query in AIMS, need to design an Access database or create a PowerPoint presentation, or need to incorporate a new business process or rule into the University's systems, ETC Consulting Services' mission is to empower you to take advantage of the technology Drew has to offer.

In addition to launching ETC today, we are excited to announce a new technology service: [U-KNOW: The University Knowledge Platform](#). U-KNOW is a **new collaboration tool** that will help you create, organize, and share information. U-KNOW is part of our commitment to give departments easy to use tools to build a base of institutional knowledge – whether it be policies and procedures, project documentation, meeting notes, or any other knowledge tidbit. U-KNOW makes it easy for you to take these vital scraps of knowledge that exist today only in people's heads or email boxes and put it into a form that can be sustained and grown. U-KNOW is a significant new collaboration technology available at Drew and we believe it has the power to significantly enhance internal communication and knowledge management practices in offices as it is adopted. We encourage you to take a few minutes to [learn more about the benefits of U-KNOW](#) and look at our [U-KNOW Guide](#). [Training workshops](#) on U-KNOW have been scheduled for September and will continue to be offered on a regular basis. When you are ready, you can also contact [the Staff Lab](#) to help you get started using U-KNOW in your office.

We are very excited about this change and hope that you will be too as you experience its benefits. The full realization of the [ETC philosophy and methods](#) will occur in phases over the coming year and we encourage you to give us feedback along the way! If at any time you have a question, comment, or suggestion please don't hesitate to contact us.

Thank you.

- [Marsha Huber](#), Database Manager and Director of the Enterprise Technology Center
- [Axel Larsson](#), Systems Architect and Director of the Enterprise Technology Center
- [Gamin Bartle](#), Director of Instructional Technology Services
- [Mike Richichi](#), Director of Computing and Network Services
- [Alan Candiotti](#), Assistant Vice President for University Technology

the Enterprise Technology Center

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