

November 19, 2014

Dr. Randy Hinds, CIO
Kennesaw State University
1000 Chastain Road, MD #0103
Kennesaw, GA 30144-5591

Dear Dr. Hinds:

On behalf of myself and my fellow students, Davy Jones, Michael Nesmith, and Peter Tork, I submit our research proposal to examine the feasibility of extending the use of remote desktop connections to the students of Kennesaw State University.

The purpose of this program would be to provide students with the ability to access the school desktop computers from their personal laptops or home computers. As current students, we want the ability to access certain programs after the labs have closed and when we cannot physically visit the campus. We believe that many other students would appreciate these capabilities as well, and believe we have the ability to help make this access a reality for KSU.

The enclosed proposal outlines our plans to research the implementation of such a program on campus. We are seeking your approval to perform research on extending remote desktop connections to students within the current IT infrastructure. We think this feature would be a useful addition to the IT capabilities of the university.

Once implemented, this program would provide a great benefit to the students of KSU. It would offer a convenient and easy way for students to access the desktop computers on campus. We believe such a goal is feasible and attainable.

Thank you for taking the time to consider this proposal. Please call or e-mail me with your final decision or any questions or concerns you may have. We are ready and able to begin work immediately.

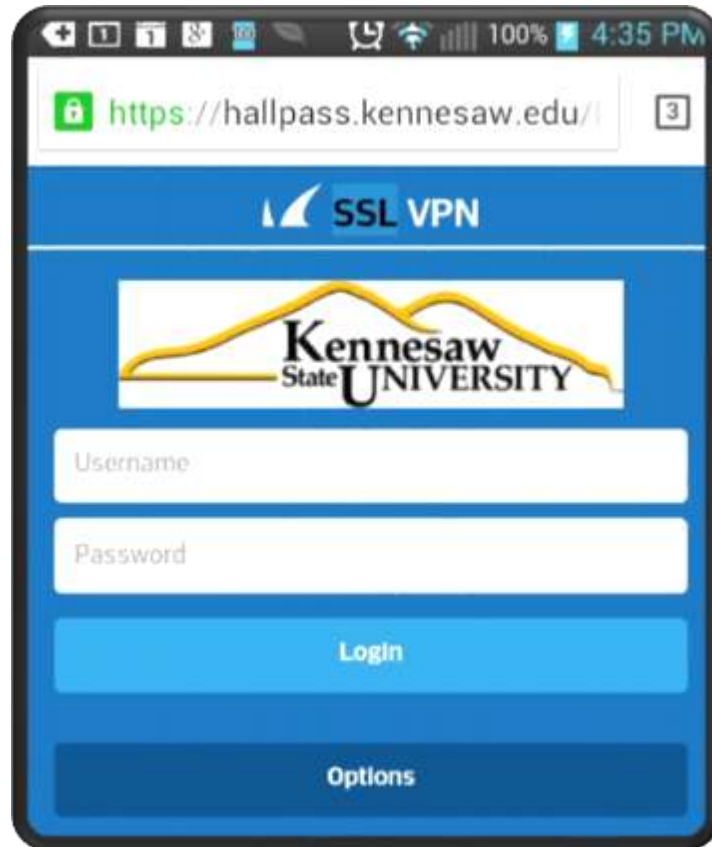
Sincerely,

Micky Dolenz
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/md

Enclosure: Proposal for Student Remote Desktop Service

Extending Remote Desktop Access to KSU Students



Prepared for: Dr. Randy Hinds, CIO

Prepared by: Micky Dolenz, Davy Jones,
Michael Nesmith, and Peter Tork

Date: November 19, 2014

Executive Summary

This proposal is a detailed assessment of the remote desktop access extension project. Kennesaw State University (KSU) has a remote desktop access system in place; however, it is not open to the student body. Extending the remote desktop to students has several benefits. Particularly, it will allow students to access programs on the campus computers that are not available to them at home.

Included in this document are the plan objectives, our research strategies, our qualifications, a proposed budget, and a work schedule.

The plan objectives describe several potential benefits of remote desktop access beyond the previously mentioned access to campus programs. They also identify focus questions to be answered during research. For example, “Does the RDC need to be extended to include the entire student body or select groups?”

For our research, we intend to conduct a literature review, survey KSU students, and interview key IT staff. Details are outlined in the research methods.

As KSU students with technical and business skills, our team is fully qualified to complete this research and report-writing project.

The cost of researching and writing this proposal is zero. Our team has committed to this plan in order to gain real-world experience in our fields of study. Working on this project is a valuable chance to hone skills and interests for the future. In short, the cost to us, if any, will be small, but the benefits will be long-lasting.

The time frame for this plan spans three weeks from November 19 to December 8. By December 8, you will receive a formal report that analyzes the feasibility of expanding remote desktop access to KSU students.

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Introduction

The objective of this proposal is to address an important technology gap at Kennesaw State University: the lack of a remote desktop control service for students. In this proposal, we intend to demonstrate that this service should be extended to students. Our team seeks to demonstrate that we are the most ideal group eligible for hire to research the implementation of remote desktop control for KSU students.

Definition of Remote Desktop

A remote desktop connection allows one computer to be accessed by another computer or device, without a physical link. Remote connections make it possible to use a distant computer as if the user is actually sitting in front of it. Many businesses use remote connections to enable employers to work from home and access company resources stored on their work computers. KSU, using the Hall Pass service, allows professors and other campus employees to access campus computers remotely from home. Remote connections boost efficiency and convenience, and cut travel costs. Furthermore, students' learning experiences are enhanced when more information is available. Our research team believes that a remote desktop service will be of great benefit to the university.

Scope of Proposal

In this proposal, we highlight our research focus and explain the methods used to conduct it. Further details on the budget and schedule for conducting our research are provided as well. We also have an explanation the qualifications and experience that make us best suited to carry out this research.

What is the Major Project?

In the event that remote desktop connections are extended to students, KSU students would have the ability to use their personal devices to remotely connect to a computer at school and access the resources on that computer. As long as the student is connected to a network, such as the internet, the connection can be completed.

This is a list of possible scenarios with remote desktop connections enabled:

- Home PC used to connect to campus computer
- iPad connects to campus computer remotely with an internet connection
- Android tablet connects to a campus computer through the internet
- Android or Apple phone used to remotely access a campus computer

Below is an example of use for a remote desktop connection:

Jackie is a student at Kennesaw State University. When not using a campus computer, Jackie uses her Microsoft Surface tablet to do her school work. For her next class project she needs to use Adobe Photoshop, a program she doesn't have on her tablet. This lack is not a problem because Jackie has remote desktop control access. When Jackie gets home, she uses an app on her phone to complete a remote connection to the computer at school. With just a username and password, Jackie can use the Adobe Photoshop program found on school computers to complete her assignment.

The scenarios and example above illustrate the convenience of remote desktop connections and the potential benefits to students. In short, if a student lacks a resource on their computer, such as a piece of software or file, the student can remotely access these resources on a campus computer.

Research Focus

Multiple issues will have to be considered and carefully analyzed before a remote desktop service for students can be fully implemented at KSU. As a guide to our research, we have created a list of focus questions. The answers to these questions will inspire further questions, facilitating thorough research.

Capacity of Current Infrastructure

Our first issue to consider is that professors, and other specific university employees, are able to remotely connect to their office computers. This ability means that some basic technology infrastructure is already in place to enable remote desktop connections. Our group will research the flexibility of the resources used for remote connections. In other words, can we extend remote access to include the student body?

Security Concerns

Security concerns will also have to be analyzed. We need to determine whether or not the current security features are enough to protect the additional users. If not, what are the options for improving security?

Operating System Compatibility

Another vital aspect to consider is whether remote connections can take place regardless of what operating systems are running on the devices. The ability for a PC to connect to a Mac, and vice versa, would be a key benefit. If this is not the case, how do we ensure remote connections are matched by operating system?

Cost and Timeframe

Implementing the remote connection solution at KSU will cost time and money. Although there is a system already in place, new infrastructure may be required to expand it. If this is true, how much would the new infrastructure cost? What is the time frame for its setup?

Student Demand

Most importantly, we will gauge student demand for remote desktop access. Research will be conducted on end users to weigh reactions and better understand potential usage of the remote connection service. Our group research will also take into account advertising the new desktop connection feature to KSU students. In other words, does the entire student body want this technology, or are only select groups interested?

If we are approved to conduct this research, we will be ready with a comprehensive report of all the aspects to consider when setting up the remote desktop connections.

Research Methods

We have already determined our three main strategies for research: professional literature, student surveys, and professional interviews.

Professional Literature

To better understand how remote desktop connections work, we will search for relevant print and digital resources in the professional literature. Information gathered using this method will be the most technical. Generally speaking, all remote desktop connections function the same way. However, there are differentiating details that tailor each remote network to its user. We need to understand how schools, and most specifically KSU, integrate remote desktop connections into their IT services.

Student Surveys

Our second method of research is student surveying. Surveying will allow us to determine the demand for remote desktop access. Our target audience may actually be smaller than predicted. We have chosen to conduct a survey because it will directly address our demand focus questions. It is also inexpensive and fairly simple to conduct.

IT Staff Interviews

Last but not least, we will interview IT staff. The IT professionals at KSU will provide vital insight on the project. They have the best understanding of the current services at KSU and, therefore, the most accurate recommendations for success. For instance, the networking team would provide information on the capabilities of the established network. Similarly, the security team will play an essential role in evaluating the safety of expanding network access. In short, our goal is to collect as much expert advice as possible.

Qualifications

Each member of this team brings a unique set of skills necessary to carry out the proposed plan.

Micky Dolenz is a Finance major. Throughout his schooling, Micky has gained skills in risk assessment, business operations, and funds handling. As a result of his business background, Micky can provide valuable insight on the fiscal feasibility of the project as well as its longevity.

Davy Jones, a computer science major, specializes in networking and systems security. He has the most experience with remote desktop connections. Davy's computer networking skills are critical for the successful expansion of remote desktop control to students. His technical knowledge allows him to provide effective explanations as the project progresses.

Michael Nesmith is also a computer science major. Like Davy, he is capable of interpreting technically complex information. As webmaster of a student organization, he has gained skills, such as student demand analysis, web based promotion, and statistical inference.

Peter Tork is a Psychology major. His training in research methods and statistics enables him to design and conduct reliable research studies, and he is well-suited to conduct research on both the student and IT professional audiences.

Most importantly, we share one important characteristic. Each of us is a student of KSU. Our team has the ability to experience this project from a management and student perspective. Based on skills, demographics, and personal commitment, this team is qualified to complete the project.

Budget

This section contains estimates on the cost of researching and producing a report about extending student access to the KSU remote desktop, and an estimate of the cost for expanding remote desktop access to KSU students.

Research Report

Hiring our team to perform the initial research will cost the school nothing. We are a small group of dedicated students who want to see the school thrive. All we are asking is for the opportunity to work on a project that will help the school grow and help us earn valuable experience in our chosen fields. Our research is a fact-finding mission to assess the feasibility, costs, and implementation methods of extending remote desktop capability to students. The methods of conducting this research will cost little, other than time and several dollars' worth of paper. Furthermore, by allowing our team to perform this research, the university will avoid the obligation to compensate its salaried employees for the time spent on research. It will not be until the program is implemented that paid professionals will be required.

Expanding Remote Desktop Access

At the present time, it is difficult to predict the total cost of extending remote desktop access to the KSU student body. A large part of our research will include finding details about the associated costs. Much of the cost will depend on the outcome of our research. If we find that remote desktop connectivity can be easily expanded within the existing IT infrastructure, it would cost the university very little. If, on the other hand, the program requires new assets to be added to the infrastructure, costs could be high. Further research is needed to determine the cost of this program.

Schedule

This section contains a timetable for researching and producing a report about extending student access to the KSU remote desktop, and an estimated schedule for implementing remote desktop access to KSU students.

Report Timetable

We estimate that researching and writing the report will take three weeks.

The first week will involve research into the available professional literature, surveys of KSU students, and analysis of the results to guide the second week’s research.

The second week will consist of meetings with the different technology teams within KSU's technology department. These teams will include the networking, security, and software engineering teams. The purpose of these meetings is to establish the necessary amount of input from each of the team's point of view in order to implement remote desktop connections for students.

The third and final week will be used to compile the data and prepare the integrated report that details our findings.

In summary, our research will take a period of three weeks in order to have useful and comprehensive information about extending the remote desktop service to students at KSU. Our team is ready to start this research as soon as we get approval, which is the goal of this proposal.

Below is a Gantt chart that illustrates the timeline for the research tasks that our group will conduct:

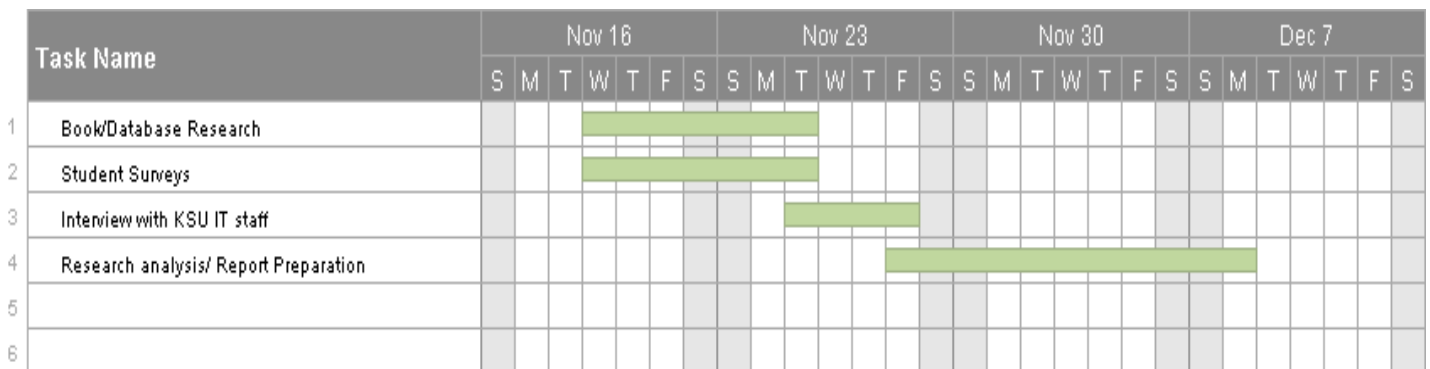


Figure 1: Gantt chart of Predicted Schedule

Conclusion

Our team has recognized a gap in the technological capabilities of Kennesaw State University; there is a lack of remote desktop connectivity available to its students. We believe this gap should be addressed to improve the overall quality of the student experience, and we believe that KSU will find it relatively easy and inexpensive to do so.

Our team is qualified to provide the university with free research for the extension the current remote desktop connection services to its students.

By employing three basic research methods—library research, student surveys, and interviews with professionals—our team will assess the most feasible method of integrating this capability into the university's current IT infrastructure. Our varied backgrounds and academic experiences, as well as our experiences as KSU students, make us uniquely qualified to undertake this project.

KSU possesses the resources and the opportunity to provide its students with the absolute best technological capabilities available. Our team has recognized a way for the university to improve its current technology capabilities. By providing the most up-to-date accessibility options, the university can increase the quality of its students' learning as well as their engagement with the campus.

Hire our team, and let us help create a better KSU.