



Johns Hopkins Bloomberg School of Public Health

Located in Baltimore, Maryland, the prestigious Johns Hopkins Bloomberg School of Public Health is a leading international authority on public health. The School offers graduate programs to educate tomorrow's scientists and practitioners in the global defense of human life. Faculty and students conduct research in over 50 countries, across a wide range of public health disciplines.

THE CHALLENGE: FINDING A CURE FOR INFORMATION SPRAWL

To enable students and faculty to access information from anywhere, the School upgraded its Baltimore campus to a state-of-the-art wireless environment. Even so, the educational community was wasting time searching for data housed in many different electronic systems and locations. "We had taken our IT system as far as we could with 'anytime, anywhere' access," commented Ross McKenzie, Director of Information Systems of Johns Hopkins Bloomberg School of Public Health. "But there was nothing to tie it all together."

Ray Hamann, the School's Manager of Web Services and Application Development, agreed: "We had a lot of different ways we communicated with our users electronically. We needed to change our approach to provide a single point of access that aggregated data from many different sources." Because sensitive research data and private student information would be available online, security was another issue. "We needed a way to authenticate/authorize our users so we could deliver the right information to the right people," Hamann said.

IMPLEMENTING CITRIX METAFRAME SECURE ACCESS MANAGER

The School's IS department chose Citrix® MetaFrame® Secure Access Manager to provide 3,500 users with secure, personalized access over the Web to a wide range of information resources. Partnering with **Accelera Solutions** of McLean, Virginia, a Gold-level Citrix Solution Advisor, the School implemented a Web-based access center that provides standards-based security over the Internet, organizes information from many different sources into a central location, and ensures that individuals have role-based access to information. The access center is a graphical

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ROSS MCKENZIE

Director of Information Systems, Johns Hopkins Bloomberg School of Public Health

Key Benefits

- Single-point of access to aggregated online resources increases productivity
- Secure, authenticated access over the Internet
- Personalized, role-based user experience facilitates data access
- Access center creates a unique online community

interface that provides users with access to information resources through a Web browser.

Faculty, students and staff access Sun E-mail and calendaring, Bantu Messaging (chat), file upload and sharing software from Xythos, Magic on-line helpdesk and dozens of custom Content Delivery Agents (CDAs) over the system. CDAs, scripted software modules that present tailored views of content, include a faculty course request system and a calendar of events. Users access the site from a variety of devices, including laptops, PCs, and Wyse Winterm Windows-based terminals located in campus kiosks and other public locations.

RX: PRODUCTIVITY, CONVENIENCE, AND WORLDWIDE PORTABILITY

“Having a single point of access to key educational and administrative resources is by far the most important benefit of the system for us,” noted McKenzie. “Our users no longer have to waste time searching for information. With MetaFrame Secure Access Manager, they now have secure, centralized access to a wide range of information resources, using a familiar Web interface. Everything is simplified, so users save time and have increased productivity.” Portability is another important benefit, especially for students and faculty who want to study and work on their own schedule. “Students can borrow a laptop, work in a coffee bar, use an open computer anywhere, and still have all content relevant to them,” McKenzie added.

The school uses MetaFrame Secure Access Manager for both traditional administrative and educational uses, as well as more innovative functions. During the year, the site is an important communications vehicle among the school community, who use it to

receive daily news, activity information, and broadcast announcements. It also helps students and faculty apply information in new and interesting ways. “We converted the Student Photo Directory from a paper-based publication to an entirely electronic format,” commented Hamann. “Since then it has been used not only by students wanting to see their classmates, but to allow faculty members to print their class rosters with photos, and in innumerable other ways.”

COMPLIANCE WITH GOVERNMENT REGULATIONS

Because MetaFrame Secure Access Manager provides identity management and authentication features, sensitive information, such as the Student Photo Directory, is easily managed and protected, meeting privacy requirements specified in the Family Educational Rights and Privacy Act (FERPA). The IT staff centrally administers levels of access for different groups of users – so faculty, administrative staff, and students each have personalized access to data resources in compliance with government regulations.

AN ONLINE COMMUNITY FOR LEARNING

The Citrix solution has helped the School of Public Health to create a stronger sense of community among its educators, research collaborators, and students. “All the technology we put in place previously hadn’t provided anything that was unique to the school,” McKenzie remarked. “Because some students are only at the School for an intense 11-month course of study, they want to network with colleagues as quickly as possible. The access center has become our own electronic community – our home, really. Instead of public websites, students, faculty and staff log on to the school’s access center

Networking Environment

- Citrix® MetaFrame® Secure Access Manager running on 4 Dell 2650 servers
- FiberNet, Frame Relay WAN, LAN connections
- Client devices include Dell PCs, WYSE Winterm Windows®-based terminals

Key Applications and Enterprise Resources Deployed

- Sun E-mail and calendaring
- Bantu Messaging (chat)
- Xythos file upload and sharing software
- Magic Helpdesk
- Dozens of custom CDAs, including Course request/approval system, Student Photo Directory, Performance Review System, Managed Virus Check/Download, Webmail Spam Filter Request

first. It’s a communications vehicle that has created unity and a sense of community.”

ENABLING COLLABORATIVE RESEARCH TO FIGHT DISEASE

The solution also supports collaboration among renowned researchers, who travel the globe to wherever public health issues exist. “Our faculty is constantly participating in and collaborating on worldwide research programs that help prevent and control disease. With MetaFrame Secure Access Manager, they can confidently exchange information and work with colleagues to share data and files,” McKenzie noted. “Even in third world countries, they can see a fully personalized and integrated view of their data.”

About Citrix MetaFrame Access Suite: Extending the world’s most widely deployed presentation server, the Citrix MetaFrame Access Suite is access infrastructure for the on-demand enterprise. The suite centralizes access to applications and information and enables IT staffs to deliver, manage, monitor and measure enterprise resources on demand.