

UPDATE: DECEMBER 2015

2014 IT STRATEGIC PLAN

IMPLEMENTATION GOALS

2015 Updates added on: January 11, 2016

ALIGNMENT

Each implementation objective is either directly related to the Campus Strategic Plan area or to division/unit strategic goal. Some objectives are carried forward from the 2008-2013 ITSP, as noted. The objectives are grouped by the areas of alignment.

<p>UW-W Campus Strategic Plan Areas:</p> <ul style="list-style-type: none"> i. Programs & Learning ii. Educator-Scholar Community iii. Diversity & Global Perspectives iv. Regional Engagement v. Professional & Personal Integrity 	<p>UW-W IT Strategic Plan Areas:</p> <ul style="list-style-type: none"> I. Teaching & Learning II. Research Support III. Student Success & Engagement IV. Organizational Effectiveness V. Reliable Technology & Customer Focused Service VI. Professional Development
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I. TEACHING & LEARNING

“Reliable and up-to-date classroom technology and instructional software. Production and sharing of video content.” – Academic Department Chairs

TIMEFRAME: COMPLETION 2015-2016

1. Evaluate campus learning spaces based on the state-of-the-art designs and technology. Develop a plan for enhancing these spaces to serve the needs of current and future students.

Initial Timeframe: Initiate 2009, Complete 2011		Source: Carried from 2008-2013 ITSP, Educational Foundations, Art & Design
2015 Status: In progress		2016 Timeframe: Transition to ongoing
2015 Notes:	The <i>UW-Whitewater Classroom Technology Upgrade Plan</i> (AV multi-year upgrade strategy) was approved and funded for years one and two. Began implementing phase one the <i>UW-Whitewater Classroom Technology Upgrade Plan</i> . 25 campus classrooms were upgraded and/or converted to digital classroom technology and placed on an 8-year replacement cycle.	
2016 Plans:	Will seek permanent funding allocation to ensure sustainability of campus A/V technology. At least 17 classrooms expected to be upgraded to fully digital A/V technology and placed on 8-year replacement cycle.	
2014 Notes:	Campus AV technology standards were defined and implemented. A comprehensive campus-wide audio/visual inventory and review was completed. The findings were utilized as a basis for the campus AV multi-year upgrade strategy. Plan was developed and presented for approval and funding.	
2015 Plans:	Begin implementing campus-wide AV strategy which includes analog to digital migration.	

2. Expand Interactive video capabilities: Pilot video-enabled classrooms with video teleconference and recording technology to allow students and faculty to participate in a face-to-face classroom experience from a remote location, as well as engaging in a two-way conversation with a remote participant.

Initial Timeframe: Added in 2014		Source: ICIT, Theatre/Dance, Sociology, Anthropology & Criminal Justice, CoBE, Educational Foundations
2015 Status: In progress		2016 Timeframe: Complete in 2016
2015 Notes:	Remodeling and video conferencing technology deployment were initiated for two College of Business & Economics Hyland Hall classrooms, 2100 and 2200, during Winter Break 2015. Interactive video technology package includes video camera(s), monitor(s), Cisco touch panel and microphone.	
2016 Plans:	Will implement technology to create four additional video-enabled classrooms in the summer of 2016.	
2014 Notes:	Researched and acquired equipment for 6 video-enabled classrooms	
2015 Plans:	Identify appropriate classrooms (2 – CoBE, 2-L&S, 1-CoEPS, 1-CoAC). Deploy technology. Monitor use. Develop and publish a “decision tree” for the use of interactive video classrooms.	

3. Support expansion of e-portfolio to interested departments and majors.

Initial Timeframe: Added in 2014		Source: Theatre/Dance, Philosophy and Religious Studies, Languages and Literature, History, Communication Sciences and Disorders, Chemistry, Educational Foundations, counselor Education
2015 Status: Completed		
2015 Notes:	Offered three different workshops on e-portfolio management and best practices in collaboration with UW-Oshkosh subject matter experts. Will continue to offers individual consultations to students and faculty upon request.	
2014 Notes:	Upgraded to more intuitive, easier to use for students’ version of software. Revamping documentation	
2015 Plans:	Raise awareness about availability of software and support. Work with the Department Chairs and the Learn Center	

4. Provide advanced in-person SmartBoard training to staff and faculty.

Initial Timeframe: Added in 2014		Source: Psychology
2015 Status: In progress		2016 Timeframe: Complete in 2016
2015 Notes:	Gathered input and assessed overall demand for SmartBoard training. Determined demand primarily confined to College of Education & Professional Studies. Entered into informal agreement with Technology Liaison in College of Education & Professional Studies to provide training.	
2016 Plans:	Create a formal SLA with the College of Education and Professional Studies Technical Liaison to conduct in-person SmartBoard training to staff and faculty outside of College of Education.	
2015 Plans:	Explore demand for advanced SmartBoard training by gathering input from additional academic departments. Leverage expertise of Technology Liaison in College of Education & Professional Studies.	

5. Enable real-time synchronous communication for online courses.

Initial Timeframe: Added in 2014		Source: Psychology
2015 Status: In progress		2016 Timeframe: Complete in 2016

2015 Notes:	Integrated D2L with WebEx providing a seamless tool to communicate online course information real time.
2016 Plans:	Explore the use of Jabber as an instructional tool to add increased student-student and student-instructor communication possibilities.
2014 Notes:	Deployed WebEx and made available to students to access. WebEx included in Summer Institute to facilitate training.
2015 Plans:	Conduct needs analysis to gauge departmental need, offer solutions such as WebEx. Raise awareness of availability of solutions.

6. Explore solutions to facilitate capturing and transcribing student role-play, interview, and consultation assignments. Expand current capacity throughout the campus to meet this need, including: student organizations creating video blogs for student members or students using recording rooms for virtual interviews and student-to-student group teleconferences.

Initial Timeframe: Complete in 2009		Source: Carried from 2008-2013 ITSP, CoBE, CLS, Physics, Sociology, Anthropology & Criminal Justice, Educational Foundations, Theatre/Dance, CLS
2015 Status: In progress		2016 Timeframe: Complete in 2016
2015 Notes:	Introduced students to WebEx and its collaborative features including the ability to record meetings and assignments. Students have the ability to save locally on their workstation, and transfer the file to a thumb drive or cloud storage system. Created documentation instructing students how to save WebEx meetings. Planned and implemented the streaming video solution, REV, from VBrick. Which will serve as the campus's enterprise solution for storing and sharing instructional videos. Will reassess video recording matrix and other potential materials upon full implementation of the REV system.	
2016 Plans:	Implement an anticipated REV upgrade which will provide additional functionality to students, including the ability to record. A communications and awareness program will be initiated to facilitate adoption. Upon full implementation, ICIT will verify departmental needs have been met.	
2014 Notes:	Enabled use of Kaltura in addition to Cisco Show and Share to record, edit, and post videos of students/instructors for self-service video recording using a camcorder or a built-in webcam. Introduced Lynda.com as online training tool for common media software editing systems.	
2015 Plans:	Create video recording matrix to post on UWW website showing self-service video recording options available to students for assignments. Raise awareness of the available solutions among students and faculty. Introduce students to WebEx tools and its abilities to create, host, and record virtual interviews and meetings. Explore methods for which students can utilize tools in collaborative settings. Promote Lynda.com to increase utilization of multimedia technologies and training.	

7. Explore potential technologies related to gaming that could to enhance curriculum and student experience.

Initial Timeframe: Added in 2014		Source: Counselor Education, Educational Foundations, Art & Design
2015 Status: In progress		2016 Timeframe: Carried forward to 2016
2015 Notes:	Vetted ICIT's ability to support video game technology, based on departmental expertise. Will offer one-off consultations upon request.	

2016 Plans:	Analyze trends regarding gamification in higher education, design a workshop on integrating gaming elements as a way to further motivate and engage students, and offer the workshop at least once in 2016.
2015 Plans:	Explore ICIT's role in supporting advancement of video game technology for campus stakeholders. Provide recommendations as needed.

8. Introduce additional online resources beyond D2L, particularly for graduate courses.

Initial Timeframe: Added in 2014		Source: Special Education
2015 Status: In progress		2016 Timeframe: Complete in 2016
2015 Notes:	Enabled Google Classroom for faculty and students in the College of Education & Professional Studies. Empowered academic partners with local administrative rights.	
2016 Plans:	Investigate expanding REV to graduate instructor and student use.	
2014 Notes:	Enabled UW-W access to Google Classroom. Developed Service Level Agreement for dissemination to specific departments that plan to use it as a discipline-specific software.	
2015 Plans:	Make Google Classroom available to faculty and students. Enable individual academic departments to provide appropriate level of local administration and support.	

9. Address a growing need for teaching space for computer based instruction in Upham, such as the ability to schedule computer labs with 30-35 stations on a regular basis (weekly).

Initial Timeframe: Added in 2014		Source: Psychology, Geography & Geology,
2015 Status: Completed		
2015 Notes:	A Laptop cart containing 16 Mac laptops was delivered to CoLS - at the request of the Physics, psychology and Biological Sciences Depts. - to create an interactive instructional classroom (UH238). The project scope called for 32 VDI licenses, which provides students with their own laptops, access to SPSS software via virtual desktop.	
2016 Plans:	Deliver Laptop cart containing 22 computers to Psychology Department (Laurentide Hall) for use with research methods, statistics and other classes.	
2014 Notes:	Implemented virtual desktop environment for College of Letters & Science, enabling faculty to create an on-demand lab by using student-owned as well as campus-owned loaner laptops in a classroom setting.	
2015 Plans:	Review utilization of existing labs, recommend an array of solutions including shared academic labs and virtual laptop labs with VDI.	

10. Support Digital Storytelling methodology.

Note: Moved from Student Success & Engagement Section		
Initial Timeframe: Complete in 2009		Source: Philosophy and Religious Studies, Sociology, Anthropology, & Criminal Justice
2014 Status: Completed		2015 Timeframe: Transition to ongoing
2015 Status: Transfer to ongoing		
2015 Plans:	A digital storytelling workshop - along with associated promotion and outreach - will be offered to faculty in the Fall of 2015. One-on-one digital storytelling training will be provided to faculty upon request.	
2010 Status: Completed		
2009 Notes:	Ten faculty received training in May 2009 on digital storytelling from a collaborative workshop with the LTC and Jim Winship. During fall semester, 10 faculty used digital storytelling in courses: Bhattacharyya, Juk; Rhine, Marjorie E;	

	DeVore, Simone J; Burkholder, Jo Ellen; Chandler, William L; Reinhart, David L; Kato, Kasumi; DePaul, Roxanne; Nath, Leda E; White, Max L; Casey, Patricia L
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11. Provide access to technology, software, and environments (e.g. computer labs) used in K-12 schools to Business Education students.

Note: Moved from Student Success & Engagement Section	
Initial Timeframe: Added in 2014	Source: IT/BE
2015 Status: Completed	
2015 Notes:	Signed a Service Level Agreement with the College of Education & Professional Studies regarding Google Classroom and Chromebook support. Based on feedback from the one known active user, the technologies meets their Business Ed needs and requirements.
2014 Notes:	Enabled use of Google Classroom for CoEPS and explored introduction of Chromebooks for teacher education. Upgraded SMARTboard technology to facilitate the implementation of new version of SMARTboard software.
2015 Plans:	Explore whether these technologies address Business Ed needs, develop plans accordingly.

12. Implement and support Clinical Observation Recording System (CORS) acquired by Communication Sciences & Disorders Department.

Initial Timeframe: Added in 2015	Source: Communication Sciences & Disorders
2015 Status: Completed	
2015 Notes:	Consulted with Communication Sciences & Disorders department to ensure departmental needs were met. Collaborated with vendor on installation requirements. Provided network connectivity for cameras and space for hosting vendor's server.

13. Complete state funded classroom upgrade projects.

Initial Timeframe: Added in 2015	Source: CoAC & CoLS
2015 Status: Completed	
2015 Notes:	Four rooms upgraded during Winter of 2015: CA2059, CA3, UH141 and UH 143. Projects involved coordination with contractors and FP&M. Technology upgrade highlights include: CA2059 – Five new LED monitors, Crestron system, Epson scanners and more. CA3 – New PC, New Mac computer, Crestron system, projector and more. UH 141 – (standard digital technology upgrade) New PC, documents camera, Crestron system, projector, powered screens, and along with other updates. UH 14 – (standard digital technology upgrade) New PC, documents camera, Crestron system, projector, powered screens, and along with other updates.

14. Create a web-based application that facilitates the writing awards nomination and submission process.

Initial Timeframe: Added in 2015	Source: CoLS
2015 Status: Completed	
2015 Notes:	Delivered a web-based application that serves as an intake and organization system for faculty and instructional staff nominating students for writing awards. This system eliminates the need for paper forms, and streamlines the nomination process for instructors, committee members, and administrators.

15. Create an automated system that tracks licensure interests and progress for students majoring in fields that require state licensing (i.e. - education).

Initial Timeframe: Added in 2015	Source: CoEPS
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2015 Status: In progress		2016 Timeframe: Complete in 2016
2015 Notes:	Delivered phase one of the project, which provided CoEPS with a custom application that enables the college to collect data on students at PIP sessions who are interested in pursuing careers that require licensure – such as K-12 education – providing a baseline of prospective students in a current year. Begin development of project’s second phase.	
2016 Plans:	Deliver project phase two, which will enable CoEPS to collect information on each respective student’s licensure interest, and that data can then be compared to the information supplied by students at their PIP sessions.	

TIMEFRAME: COMPLETION 2016-2018

1. Improve effectiveness of online course evaluation system.

Initial Timeframe: Started in 2014		Source: ICIT
2015 Status: In progress		2016 Timeframe: Complete in 2016
2015 Notes:	Implemented new release of Class Climate. Distributed survey management capabilities to 15 academic departments prior to fall 2015 term. Formed the Class Climate Advisory Group (Reps include: 3 from each college, Provost’s Office and ICIT) to streamline and govern Class Climate-related processes.	
2016 Plans:	Integrate D2L and Class climate, and create on automated report generation functionality from system. Continue implementing Class Climate Survey Management Tool for Academic departments, in increments of five departments at a time, until completed. Class Climate Advisory Group will focus in 2016 on increasing student participation in Class Climate surveys.	
2014 Notes:	Worked with academic leadership to streamline the intake of faculty requests for online course evaluation. Improved efficiency of generating surveys by enabling ADAs and Department Chairs to manage the course evaluation process. ADAs and Department Chairs are now selecting courses to be evaluated and creating survey content in WINS. Transitioned from the model where ICIT was acting in a role of survey creator, scheduler, content coordinator, and reporting coordinator to a collaborative process between ICIT and the academic departments.	
2015 Plans:	Implement new release of Class Climate that allows distributed survey management. Continue to streamline the process. Further empower and provide tools to ADAs and Department Chairs to enable them to create questionnaires, schedule surveys, manage survey participation reports, and create course survey reports themselves. ICIT will continue to maintain system administration, maintenance, and support functions.	

2. Implement video transcoding technology. Expand current capacity to record, edit and prepare videos to be presented online. Develop easy process/tools for uploading videos and lectures for sharing and streaming.

Initial Timeframe: Added in 2009		Source: Carried from 2008-2013 ITSP, Theatre/Dance, Sociology, Anthropology & Criminal Justice, physics, CLS, CoBE, Educational Foundations
2015 Status: In progress		2016 Timeframe: Complete in 2016
2015 Notes:	Reviewed Cisco’s video streaming and management solutions roadmap, identified REV from the vendor VBrick as a suitable solution, due to financial incentives provided by Cisco in particular. Deployed the solution and completed transition of all videos streamed from UW streaming server at UW-Madison to REV. Enabled instructors to link videos to their D2L courses.	

2016 Plans:	Expand help documentation for Rev, determine best practices for use, and develop a training program for faculty and staff.
2014 Notes:	Developed easy-to-use video management system that enables customers to upload videos to the streaming server for public consumption. Transitioned UW-Whitewater video collection to the new streaming server, trained MMR on the use of the system. Assisted CoBE in transitioning their video assets to the new streaming server. Introduced Lynda.com as online training tool for common media software editing systems. Upgraded video recording equipment in LTC studio. LTC studio is available for faculty to be scheduled for video recording. LTC is positioned to provide basic video editing and publishing services.
2015 Plans:	Create and disseminate easy-to-follow decision matrix for choosing the most appropriate video recording/editing/publishing tool based on various instructional needs scenarios. Raise awareness about video recording/editing capabilities in LTC. Review Cisco's video streaming and management solutions roadmap, make recommendations on future direction. Once direction is established, transition LTC videos to the enterprise solution.
2012 Notes:	Implemented technology components. Began development of awareness and training programs.
2013 Plans:	Complete development of awareness and training programs. Ramp up usage of service and transition to ongoing service.
2011 Notes:	Necessary technology acquired
2012 Plans:	Implement technology components, develop awareness and training
2010 Notes:	Developed model for identifying components of video production that would be delivered in campus video architecture. Continued to analyze options in keeping with fast-paced technology changes.
2011 Plans:	Develop roadmap as industry direction becomes more clearly defined.

ONGOING

1. Institute a program to cultivate campus-wide awareness of emerging technologies through demonstrations, seminars and workshops, capitalizing on the knowledge and expertise of our faculty, staff, and students from across campus.

(Note: Combined with the activities aimed to "Promote exploration and adoption of emerging technologies for learning and instructional delivery".)

Initial Timeframe: Initiate in 2009	Source: Carried from 2008-2013 ITSP, CLS Management.
2015 Notes:	Successfully launched Community of Practice of Online/Blended Teaching in the spring of 2015. Held regular meetings twice per semester where participants shared their expertise related to online/blended teaching. Expanded participation to include library staff in an effort to educate faculty on educational technology resources offered by the UW-Whitewater library. Continued Snackables with a focus on teaching challenges. Specific challenge addressed was ePortfolio. Conducted pilots of Canvas system beginning in the spring of 2015. Collected feedback from instructors involved in the pilot. Coursesmart: Facilitated D2L integration for VitalSource eTextbook system, in collaboration with UW-Whitewater bookstore.

2016 Plans:	Focus on expansion of Community of Practice by recruiting additional members, evaluate effectiveness. Explore the creation Virtual Teaching Commons where instructors can share expertise – digitally – as it relates to online/blended teaching. Will create a video series of Online/Blended alumni sharing knowledge gained through the Online/Blended workshops. Continued Snackables with a focus on teaching challenges? SLA for VitalSource etextbook system support? Will distribute survey to faculty and instructional staff to explore need for emerging technologies. Promote other underutilized technologies
2014 Notes:	Developed a proposal and a framework for community of practice for online/blended teaching, which is meant to be a forum for UW-Whitewater instructors to develop, share, and document best-practices in teaching online and blended courses. This includes resources for grants, to fund the exploration of new tools & approaches by faculty. Continued Snackables with a focus on teaching challenges.
2015 Plans:	Launch Community of Practice in Spring of 2015, evaluate effectiveness. Launch Canvas pilot, evaluate effectiveness. Continue Snackables with a focus on teaching challenges. Establish a standard practice for making faculty and instructional staff aware of CourseSmart and incorporate into course request process for D2L.
2013 Notes:	Continued to promote the use of “CourseSmart” eTextbooks with instructors as well as the use of Cisco Show and Share video services. Shutdown of the UWW Second Life Island at end of 2013.
2014 Plans:	<ul style="list-style-type: none"> • Implement D2L/Turning Technologies integration. • Conduct sessions on MOOCs, Flipped Classrooms, and emerging learning technologies. • Support grant work of faculty exploring emerging technologies
2012 Notes:	Developed tutorial videos featuring UW-Whitewater students Successfully piloted “CourseSmart” eTextbooks with College of Business and Economics. Implemented CourseSmart/D2L integration for pilot classes. Piloted the use of Cisco Show and Share video services with several classes to meet various instructional needs. Mobile technology tools were promoted to faculty during the summer online/hybrid workshop series and Tech Open House.
2013 Plans:	<ul style="list-style-type: none"> • Develop program to ramp up awareness of campus video infrastructure • Develop new training and knowledge transfer program
2011 Status: Completed	2012 Timeframe: Transition to “Ongoing Service”
2011 Notes:	Successfully piloted and launched the use of the new Turning Technology mobile “clickers” application. Tested and implemented D2L mobile interface which allows students to interact with D2L content on their mobile devices. Mobile technology tools were promoted and faculty use showcased during the 2011 Winterim Workshop “Education on the Go.” Promoted use of mobility tools using standard campus communication channels, including Tech Open House. Supported faculty presentations on emerging technology at 2011 President’s Summit on Excellence in Teaching and at the 2011 New Media Consortium International Conference. Developed and delivered six “Snackable Series” sessions on emerging technology during Fall 2010. Developed a “Faculty Best Practices” wiki series that demonstrates/showcases faculty use of emerging technology and includes faculty video testimonials of the pedagogically sound use of technology in teaching and learning.
2012 Plans:	1. Develop tutorial videos featuring UW-Whitewater students demonstrating their knowledge and expertise in using campus technologies.

	2. Continue to develop and deliver “Snackable Series” on emerging technology. -
2010 Notes:	<p>Campus-wide awareness of emerging technologies was cultivated through several activities, including:</p> <ol style="list-style-type: none"> 1) co-sponsorship with the Learn Center, LTC Winterim Workshop; 2) faculty Second Life grant, 3) participated in 2010-2011 Teaching Scholars program to promote best practices by faculty in using technology in teaching and learning; 4) held first “Snackable Series” (Technology One Byte at a Time) session on new mobile “Clicker” technology; 5) supported two faculty presentations at 2010 D2L International Conference (Fusion), with topics that included “delivering media-rich courses,” and “online learning;” 6) created ten individual handouts, each covering a unique learning technology such as blogs, wikis, ePortfolios, etc.; 7) held customized faculty training session to provide information about emerging technologies and how they apply in specific disciplines; 8) Coordinated faculty pilots for ePortfolios, and new clicker “responseware;” and 9) tested and implemented the use of new electronic D2L-based assessment rubrics. <p>Developed documentation and training materials for limited set of one-on-one user Telepresence training. Telepresence was topic of Chancellor Vmail with CIO.</p> <p>Established “LTC Faculty Advisory Committee” to capitalize on the knowledge and expertise of our faculty, facilitate “peer sharing” environment, and to obtain advice and ideas on new emerging technologies being used in the classroom.</p> <p>Established “LTC Tech Liaison Roundtable” to capitalizing on and leverage the knowledge and expertise of UWW staff who directly interact and support faculty use of learning technology.</p>
2011 Plans:	<p>Pilot the use of mobile tools such as D2L 2GO and new Turning Technology mobile “clickers.”</p> <p>Establish a more formalized way to promote awareness, exploration, and adoption of emerging technologies for learning and instructional delivery.</p> <p>Support faculty presentations on emerging technology at 2011 President’s Summit on Excellence in Teaching and at the 2011 New Media Consortium International Conference.</p>
2009 Notes:	<p>Working jointly with the Learn Center LTC offered workshops, participated in the reading / discussion club, and led lunch sessions to showcase faculty uses of emerging technologies. Two joint presentations on emerging technologies took place at the July D2L Fusion conference (LTC with David Reinhart and James Hartwick). Summer and Winterim workshops were conducted. SecondLife workshops were also offered. Mobile learning was promoted with faculty through LTDC grants.</p>

2. Expand instructional delivery consultation and support services for online courses.

Initial Timeframe: Complete in 2009	Source(s): Carried from 2008-2013 ITSP, Theatre & Dance
2015 Notes:	<p>Conducted 79 individualized consultations. Expanded Institute for Online/Blended teaching to winter term due to high demand. Explored the creation of an Online/Blended Teaching Boot Camp for the Winter and Summer terms in an effort to accommodate high demand for online course delivery training. HPERC opted to discontinue course content from Health 101.</p>

2016 Plans:	Launch Online/Blended Teaching Boot Camp in the Fall of 2015. Explore needs of individual colleges through a survey. Will meet with Deans and educational leader to better understand support needs in an effort to be more proactive. Launch an annual data collection plan featuring: <ul style="list-style-type: none"> An instructor support survey to better understand current support satisfaction and optimal modes of support, as well as emerging technologies and pedagogical trends where support can be expanded; Student focus groups to better understand needs related to engagement, motivation, collaboration, accessibility, and technology in their learning. Meetings with deans and departments to gain insight into college and/or department-wide interests and collaborations.
2014 Notes:	Conducted 102 consultations for faculty in all colleges, but primarily for L&S. Assisted HPERC in bring course content from Health 101
2015 Plans:	Conduct at least 75 consultations for faculty in all colleges Assist HPERC in incorporating course content from Health 101 into UWW online course for a 3-section pilot. If successful, assist in rolling it out to all courses. Start the conversation at UW about sharing content for common courses.
2010 Status: Completed	2011 Timeframe: Transitioned to ongoing Services
2010 Notes:	Secured funding for Instructional designer who can help faculty implement best practices in online course design. Consulted with more than 60 faculty and staff in 2010. Twenty-two consultations were completed with faculty and staff who teach online or hybrid courses.
2009 Notes:	Requested and received a temporary position in LTC to focus on instructional design for online courses. Since October 2008 has consulted with about 50 faculty (several over long periods of time) to design online or hybrid courses and effective use of technology to enhance teaching and learning. Created a position in L&S, with partial focus on assistance with instructional design for LTC faculty.

- Address a high learning curve for technology for some instructors, as well as the time commitment required to attend technology workshops and to incorporate technology into instructional delivery in a timely manner.

Initial Timeframe: Added in 2014	Source: IT/BE, Art & Design, Counselor Education
2015 Status: In progress	2015 Timeframe: Transition to Ongoing
2015 Notes:	Explore the creation of an Online/Blended Teaching Boot Camp for Winter and Summer terms, in an effort to accommodate high demand for online course delivery training. Classes and one-on one consultations continue to be offered on common campus technologies. D2L documentation was updated and expanded.
2016 Plans:	Launch Online/Blended Teaching Boot Camp during winter of 2016. Will unveiled video series focusing on varying aspects of online course production and delivery. Academic units will be surveyed in an effort to better understand training needs.
2014 Notes:	Began recording instructional technology workshop presentations and post them on YouTube for later use, as a means to improve convenience.
2015 Plans:	Snackables workshop series will be presented though WebEx, allowing campus community to join in remotely.

II. RESEARCH SUPPORT

1. Develop a process to address technology needs for faculty research.

Initial Timeframe: Added in 2014		Source: ICIT, Psychology
2015 Status: In progress		2016 Timeframe: Carried forward to 2016
2015 Plans:	Work with Academic leadership to develop a process to ensure adequate planning for research-enabling technology in advance of onboarding newly hired faculty	
2016 Plans:	<p>This multi-faceted project has two areas of focus: the development of teaching and learning projects and the process for developing adequate research-enabling technology.</p> <p>Develop and distribute survey to academic staff, including research staff, to ensure their training and technological needs are met. Explore the development of a process to assist instructional staff with developing scholarship of teaching and learning projects around implementing learning technologies in their class.</p> <p>Partner with the new Director of ORSP and academic leaders to develop a process to ensure adequate planning for research-enabling technology in advance of onboarding newly hired faculty and/or grant-seeking opportunities. Utilize survey instrument to assist with development process.</p>	

2. Explore online/live presentation judging tool during Undergraduate Research day to evaluate presentations.

Initial Timeframe: Added in 2014		Source: Undergraduate Research
2015 Status: In progress		2016 Timeframe: Carried forward to 2017
2015 Notes:	Phase one of this project, to deliver electronic searchable repository tool was completed in 2015.	
2016 Plans:	Continue collaborating with Undergrad Research Program to explore the requirements for next phase of digital repository tool to include functionality to facilitate the judging process	
2015 Plans:	Understand requirements by working with undergraduate research Develop a plan to develop and rollout the application	

3. Develop website for faculty and staff looking for research assistants to post availability. Correspondingly, a place for students looking for research mentors to look and search for possible mentors. A central database for all data about projects and participating students.

Initial Timeframe: Added in 2014		Source: Undergraduate Research
2015 Status: In progress		2016 Timeframe: Complete in 2016
2015 Notes:	Explored potential solutions including feasibility of leveraging Hawk Jobs. Made recommendation.	
2016 Plans:	Rollout initial prototype of website and collect feedback.	
2015 Plans:	Review needs and assess potential to leverage current campus systems such as Hawk Jobs.	

4. Automate undergraduate research project submissions tracking.

Initial Timeframe: Added in 2014		Source: Undergraduate Research
2015 Status: Completed		
2015 Notes:	Implemented an electronic searchable repository tool that organizes and collects of Undergrad research proposals as part of the submission process.	

2014 Notes:	Met with undergrad research to understand the requirements and scope of the project.
2015 Plans:	The application will be developed and implemented during second quarter of 2015. The application will allow students to search for submitted projects. The goal is to use previous submittals as samples for future proposal requests.

5. Explore options to enhance Undergraduate Research’s ability to track effectiveness of communications via email, website, and announcement boards.

Initial Timeframe: Added in 2014		Source: Undergraduate Research
2015 Status: Completed		
2015 Notes:	Expanded Listerv functionality to enable collection of analytics. Listerv tool now available to all campus offices and departments.	
2014 Notes:	Explored new Listerv functionality, including the capabilities to track the number of users reading emails which are sent via newly-created newsletter template developed for MMR.	
2015 Plans:	Gauge overall campus demand for Listerv upgrade and feasibility of implementing Listerv upgrade on campus-wide basis. Generate web traffic report - upon request - detailing web traffic and traffic patterns related to specific pages and announcements.	

6. Ensure that Faculty have access to most common statistical packages other than SPSS.

Initial Timeframe: Added in 2014		Source: Management
2015 Status: Completed		
2015 Notes:	UW-Whitewater faculty currently have access to 11 different statistical software packages. Those include: <ul style="list-style-type: none"> • IBM SPSS • IBM SPSS AMOS • IBM SPSS Modeler • Atlas.ti • Invivo • SAS • STATA • Minitab • R • Matlab (includes statistical analysis) • Mathematica (includes statistical analysis) 	
2014 Notes:	Surveyed faculty to determine their needs for statistical packages. Results showed that more than 60% of Faculty prefer SPSS. Concluded that demand for other statistical packages can be addressed by request, rather than by site license. Identified faculty who required SAS. Acquired SAS software licensing and installed on 13 faculty machines (twelve in CoBE and one in Math Department)	
2015 Plans:	Deploy SAS software in HH 3101.	

TIMEFRAME: COMPLETION 2016-2018

1. Develop a system to support the digital submission and review of intramural and extramural funding proposals.

Moved from Organizational Effectiveness Section		
Initial Timeframe: Added in 2011		Source: Carried from 2008-2013 ITS
2016 Timeframe: Initiate in 2016		
2016 Plans:	Working with UW-Madison staff, explore PeopleSoft Grant module functionality to ascertain whether it meets the needs of the UWW ORSP. Develop plans based on the outcomes of the exploration.	

2. Create an automated workflow for the grant transmission of forms.

Initial Timeframe: Added in 2015		Source: ORSP
2015 Status: In Progress		2016 Timeframe: Complete in 2016
2015 Notes:	Coordinated with ORSP Director to gather requirements for the transmittal of forms. Began preliminary planning to create an electronic form submission system to replace the current paper-oriented system.	
2016 Plans:	Plan, develop, and implement the application in 2016.	

3. Expand Listerv Capability to provide more granular communications to faculty about available grants

Initial Timeframe: Added in 2015		Source: ORSP
2015 Status: Initiated		2016 Timeframe: Complete in 2016
2015 Notes:	Met with sponsor to gather requirements for request.	
2016 Plans:	Plan and generate segmented mailing lists that will provide a more granular communication.	

4. Create a searchable data base of campus experts, based on area of expertise.

Initial Timeframe: Added in 2015		Source: ORSP
2015 Status: Initiated		2016 Timeframe: Complete in 2016
2015 Notes:	Met with campus stakeholders to gather design and requirements.	
2016 Plans:	Create and implement a publicly available database consisting of campus experts and officials that is organized and searchable by area of expertise.	

III. STUDENT SUCCESS & ENGAGEMENT

TIMEFRAME: COMPLETION 2015-2016

1. Enable new students to check their email and even use TechQuest before Plan-It Purple.

Initial Timeframe: Added in 2014		Source: First Year Experience
2015 Status: Completed		
2015 Notes:	New Identity lifecycle for students has been implemented, which enabled student email accounts to be activated upon acceptance, as well providing D2L access for Techquest.	
2015 Plans:	With the new ISE system managing access to campus Wi-Fi, enable redirecting new students to a special welcoming webpage describing services available to them.	

2. Develop a strategy for managing social media presence for units that are not able to dedicate a lot of resources to the endeavor.

Initial Timeframe: Added in 2014		Source: Undergraduate Research, College of Education & Professional Studies
2015 Status: Completed		
2015 Notes:	Explored technological solutions for managing multiple social media accounts. Hootsuite is currently used by ICIT, and is one cost-effective option to managing multiple social media accounts. Offered consultations to the URP & CoEPS. Added email link to ICIT website for units interested in a consultation of available social media management tools.	
2015 Plans:	Explore potential software options to help improve efficiency of using social media.	

3. Explore and expand new video-based technologies to improve College of Business & Economics student experience; transition video streaming services to host on campus.

Initial Timeframe: Added in 2014	Source: College of Business & Economics
2015 Status: In progress	2016 Timeframe: Complete in 2016
2015 Notes:	Planned and deployed REV video sharing system. Transitioned all video content to the new environment.
2016 Plans:	Complete transition to new streaming environment. Provide training and documentation as needed.
2014 Notes:	Deployed media streaming technology. Transition CoBE and MMR video content to the new streaming environment
2015 Plans:	Transition the rest of the campus video content to the new environment

4. Assist in standardization of content and delivery of New Student Seminars.

Initial Timeframe: Added in 2014	Source: First Year Experience
2015 Status: In progress	2016 Timeframe: Carried forward to 2016
2015 Notes:	Explored the benefits and limitations of using standardized templates across related courses (e.g., First Year Experience)
2016 Plans:	Discuss the benefits/limitations of using course templates with First Year Experience, explore the feasibility of developing a standardized template for use across New Student Seminar Courses.
2015 Plans:	Work with Director of FYE, to develop common course template in D2L and offer assistance with disseminating this to NSS instructors.

5. Allow students the ability to develop customized schedules from an easy to use interface. Enable students to select courses based on a time-of-day slice of the schedule grid (only evening courses, or only early morning courses, etc.).

Initial Timeframe: Added in 2014	Source: Admissions
2015 Status: Completed	
2015 Notes:	ICIT assisted in the vendor selection and procurement process. Integrated College Scheduler with WINS System in fall of 2015. Product launched successfully
2014 Notes:	Explored options to allow students to develop customized course schedules. Selected Course Scheduler as a preferred solution.
2015 Plans:	Assist Registrar with implementation of Course Scheduler software

6. Replace current software that facilitates student participation in organizations and clubs (JOIN and Simplicity) with a new solution - OrgSync seems to have better functionality.

Initial Timeframe: Added in 2014	Source: Career & Leadership Development
2015 Status: Completed	
2015 Notes:	Implemented OrgSync in 2015 and integrated it with identity management system and WINS.
2014 Notes:	Met with the CLD on determining the initial requirements. Confirmed that OrgSync will meet their needs.
2015 Plans:	Implement OrgSync during the second quarter of 2015.

7. Enable mobile apps for student services.

Initial Timeframe: Added in 2014	Source: Financial Aid
2015 Status: In Progress	2016 Timeframe: Complete in 2016
2015 Notes:	Piloted WINS Mobile for iOS devices in over summer with select group of students. Rolled out campus-wide to iOS users during fall term. Extremely successful launch with more than 1,500 downloads signing up in the first two months.

2016 Plans:	Android deployment expected for spring of 2016. Future phases beyond original scope are being explored to include additional functionality for Financial Aid, Student Financials, and Admissions.
2014 Notes:	Explored the feasibility of implementing these applications: To Do List, Class Schedule, Class Search, Enrollment; Grades, Student Financials, Financial Aid Awards, and Holds.
2015 Plans:	Begin implementation.

8. Enable transcript evaluation for transfer students, with the goal to use it as a recruitment tool.

Initial Timeframe: Added in 2014		Source: Admissions
2014 Status: In Progress		2015 Timeframe: Complete in 2016
2015 Notes:	Successfully tested and implemented Perceptive Solution to evaluate transcripts for transfer students.	
2016 Plans:	Will explore integration with WINS system and additional process automations.	
2014 Notes:	Implemented Perceptive Capture transcript system that performs an Optical Character Recognition (OCR) operation and pulls the data off the transcript and loads it to a staging table. The logic then does search match, sends the matched ones to a verifier, someone verifies it, and then releases it to WINS.	
2015 Plans:	Implement the Perceptive Solution that allows for data to be integrated with WINS.	

9. Develop virtual campus tour and integrate into University website. Enable Virtual college fairs utilizing same technology.

Initial Timeframe: Added in 2014		Source: Admissions, FP&M
2015 Status: In progress		2016 Timeframe: Complete in 2017
2015 Notes:	Received a proposal from the Center for Students with Disabilities to host and maintain technical aspects related to the virtual campus tour. Assessed technological needs and determined a feasible technology solution.	
2016 Plans:	Awaiting determination of content generation and long-term content maintenance from other project stakeholders. Technical aspects of project on hold until content determined.	
2014 Notes:	Eric Compas, Director of Pangea Studios and Asst. Prof in Geography & Geology dept. presented GIS-based approach to virtual campus tour to MMR and Academic Affairs leadership.	
2015 Plans:	Evaluate Pangea's proposal to create virtual campus tour. Develop plans based on the results of this evaluation.	

10. Develop a tool to enable students to sign-up for learning communities.

Initial Timeframe: Added in 2014		Source: First Year Experience
2015 Status: in progress		2016 Timeframe: Complete in 2016
2015 Notes:	Delivered prototype of Campus Connect. Assessments indicated that the prototype would not meet requirements. Explored OrgSync functionality, and determined it would meet the requested needs.	
2016 Plans:	Collaborate with stakeholders to finalize contract with vendor and will coordinate with stakeholder to determine what additional WINS information may be needed.	
2015 Plans:	Collaborate with FYE to distill project goals. Explore technological solutions and recommended best available option.	

11. Provide online students with as much information as on-campus students. Explore online student participation in student organizations, perhaps by WebEx.

Initial Timeframe: Added in 2014		Source: CoBE
2015 Status: Completed		
2015 Notes:	Piloted Online Student Orientation in Summer 2015. Additionally, in 2015, the wwwstudents.webex.com page was launched. This page enables students (and student organizations) with the ability to collaborate and attend meetings and events.	
2014 Notes:	Collaborated with Online Student Orientation Task Force to implement a new orientation program for online students. ICIT will provide support and training to enable task force members to create orientation program using D2L.	
2015 Plans:	Pilot online student orientation program in summer of 2015. Enable student organizations to utilize WebEx, which would allow for the inclusion of online students in on-campus student organization meetings and events.	

12. Deploy audio-activated electronic building directories for way finding.

Initial Timeframe: Added in 2014		Source: FP&M
2016 Timeframe: Initiate		
2015 Notes:	No actions in 2015	
2016 Plans:	Collaborate with the project sponsor to identify potential solutions.	
2015 - 2016 Plans	Explore solutions for audio-activated electronic building directories. Develop a prototype. Conduct Pilots in McGraw and Upham Halls.	

13. Create an online request system for alternative media.

Initial Timeframe: Added in 2015		Source: Center for Students W/Disabilities
2015 Status: Completed		
2015 Notes:	<p>Created and delivered a system that includes:</p> <ul style="list-style-type: none"> • “Notes” section • “Document name” field to the upload form, to name the document accordingly • “Undo” button that will undo last action and send an email to the student indicating a potential mistake • “Incomplete” button that emails student indicating request has been marked incomplete. 	

14. Automate the audit and review process for Academic Assessments.

Initial Timeframe: Added in 2015		Source: Academic Assessment
2015 Status: Completed		
2015 Notes:	Delivered an automated system to audit and review student progress towards degrees in undergraduate and graduate programs. Application lives on the following page: http://www.uww.edu/acadaff/assessment/auditreview	

15. Produce automated system for campus scholarship approvals.

Initial Timeframe: Added in 2015		Source: Accounting Services
2015 Status: Completed		
2015 Notes:	Delivered functionality to allow for granular scholarship approval for Deans to approve at the individual level. Financial services to work with Deans to implement the process.	

16. Implement application to help manage international student reporting.

Initial Timeframe: Added in 2015		Source: Center for Global Education
2015 Status: In Progress		2016 Timeframe: Complete in 2016
2015 Notes:	Collaborated with Center for Global Education during procurement process for Terra Dotta. Coded and delivered system following the completion of the contract. This web-based application is used to manage international student and scholar information and federally-mandated reporting throughout the entire attendance and program participation cycle (initial attendance, enrollment, practical training, etc.).	
2016 Plans:	Will collaborate with Center for Global Education and vendor to complete implementation.	

17. Create a web-based GPA Calculator for students.

Initial Timeframe: Added in 2015		Source: Registrar
2015 Status: Initiate and Complete in 2016		
2016 Plans:	Initiate fact gathering process and explore the 'What if' Advising features available in WINS. Design and deliver a web-based application that accurately determines student grade point averages to improve the overall student user experience.	

TIMEFRAME: COMPLETION 2016-2018

1. Implementation of [CRM](#) (Client Relationship Management software) for Admissions.

Initial Timeframe: Added in 2014		Source: Admissions
2015 Status: Completed in 2015 (ahead of schedule)		
2015 Notes:	Finalized plans and successfully implemented CRM system for Admissions Office. Provided training on CRM system, prior to introducing it to prospective during Fall 2015 term. Reduced workload/create new efficiencies in admissions by automating manual tasks. User response metrics gathered to help establish baseline statistics on usage.	
2014 Notes:	<ul style="list-style-type: none"> • Documented existing process and communication flows. Worked with Admissions, CoBE and Grad School staff to research available options. • Software selection process completed based on input from Admissions, CoBE and Grad School • Negotiated contract, purchased software, developed implantation plan. 	
2015 Plans:	<ul style="list-style-type: none"> • Finalize the project plan based on input from other customers • Deploy Software • Improve Admissions processes and implement them in the deployed software • Vendor configuration and training with BA support from ICIT to assist other campus units after admissions deployment 	

2. Enable various units on campus to communicate with student via text. This includes:

2016 Overall Direction: *Determine needs of individual departments/units and explore mobile app based communication tools that would enable students to opt in and out of receiving messages and alerts in lieu of capturing and maintaining their phone numbers.*

- a. Replacement of RingClear solution currently used by Academic Advising to remind students of their appointments. The goal would be to integrate this process with WINS and to use a UWW phone number.

Initial Timeframe: Added in 2014		Source: Academic Advising
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2016 timeframe: Complete in 2018	
2015 Plans:	Explore available solutions, provide recommendations
2016 Plans:	Explore whether a mobile device app with notification capabilities will meet this need.

b. Replace pager system currently used in Dining Services.

Initial Timeframe: Added in 2014		Source: University Center
2016 timeframe: Complete in 2016		
2015 Plans:	Explore available solutions, provide recommendations.	
2016 Plans:	Explore leveraging Dining Services system mobile capabilities.	

c. Enable students to receive text message notifications from HawkJobs.

Initial Timeframe: Added in 2014		Source: Career & Leadership Development
2015 Status: On Hold		2016 timeframe: Complete in 2016
2015 Notes:	Project temporarily suspended due to implementation of OrgSync software and portal.	
2016 Plans:	Collaborate with C&LD to gather requirements and understand needs.	
2015 Plans:	Explore Hawkjobs functionality. Develop implementation plans and roll out upgraded service.	

3. Address processes for students moving toward/from suspension and dismissal.

Initial Timeframe: Added in 2014		Source: Academic Advising
2016 Timeframe: Initiate in 2016		
2016 Plans:	Will meet with Academic Advising to distill needs and explore potential solutions, including leveraging existing technology.	

4. Expansion of AAR: Stability and expanded use for 1) associates 2) To MBA 3) - Special Students. Include an automated notification to students when something changes in their academic records.

Initial Timeframe: Added in 2014		Source: Registrar
2015 Status: On Hold		2016 Timeframe: Complete in 2016-2018
2015 Notes:	This project was put on hold due to a staff transition in the Registrar's office.	
2016 Plans:	Collaborate with Registrar's office to gather requirements and understand needs.	
2014 Notes:	The AAR process has been stabilized	
2015 Plans:	Review plans for additional functionality	

5. Develop approach for using data insights obtained from student behavior (such as class attendance or meal consumption) to improve student success.

Initial Timeframe: Added in 2014		Source: Matt Aschenbrenner – AVC of Enrollment and Retention
2015 Status: In Progress		2016 Timeframe: Complete in 2018
2015 Notes:	Reviewed approaches to student data analytics used by other institutions. Identified Lehman College as a suitable model to invite for consultation.	
2016 Plans:	Develop plan for introducing data analytics on campus.	
2015 Plans:	Identify student data that can be used for predictive analytics, develop strategy, provide recommendations	

6. Enable students to access police services via text.

Initial Timeframe: Added in 2014		Source: Campus Police
2015 Status: On Hold		2016 timeframe: Complete in 2016-2017

2016 Plans:	Identify specific use cases when it is desirable for students to access police services via text. Review available solutions, provide recommendations.
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7. Common documenting tool for academic advising.

Initial Timeframe: Added in 2014		Source: Matt Aschenbrener – AVC of Enrollment and Retention
2015 Status: In progress		2016 timeframe: Complete in 2017
2015 Notes:	Project was put on hold temporarily due to anticipated PeopleSoft upgrade that would deliver desired functionality.	
2016 Plans:	Will explore new PeopleSoft functionality to determine if it would meet the needs. Plans will be developed accordingly.	
2015 Plans:	Review obstacles and barrier to expanding existing First-Year Advising system to upper classmen advising. Develop plans based on outcomes of this review.	

8. Explore feasibility of the Academic Advising report that functions as a degree audit.

Initial Timeframe: Added in 2015		Source: Registrar
2015 Status: On Hold		2016 timeframe: Complete in 2017-2018
2015 Notes:	Project placed on hold due to staffing transitions in Registrar’s office.	
2016 Plans:	Collaborate with Registrar’s Office to gather requirements and understand needs.	
2015 Plans:	Coordinate with Registrar’s office to determine feasibility of the project, based on available resources in 2015. Conduct requirements gathering process to determine solutions to current issues, pending resource availability.	

9. Enable students to grant parents access to their records.

Initial Timeframe: Added in 2014		Source: Admissions
2015 Status: In Progress		2016 timeframe: Complete in 2016-2018
2015 Notes:	Recommended Oracle-delivered functionality (as opposed to a customization). Consulted with UW-Stout to gather information of implementation vendor delivered functionality during summer break. Currently assessing and testing Oracle-delivered functionality.	
2016 Plans:	Coordinate with Registrar’s office to determine feasibility of the Oracle delivered solution. Conduct requirements gathering process to determine the solution to this strategic initiative.	
2015 Plans:	Explore options and provide recommendations	

10. Use card swipes for events to obtain analytics about student behavior.

Initial Timeframe: Added in 2014		Source: Matt Aschenbrener – AVC of Enrollment and Retention
2015 Status: In Progress		2016 Timeframe: Complete in 2018
2016 Plans:	Plan and implement Blackboard upgrade, expected in June of 2016. Assist with enabling of tracking system that allows Career & Leadership Development and the Student Involvement Office to integrate card swipes data into Org Sync to capture student volunteer activities and other student actions. Work with Office of Enrollment and Retention to understand needs and define data elements, to see how they can be integrated into interactive reporting tool.	
2015 Notes:	No action in 2015.	
2015 Plans:	Find out what kind of data is currently being captured and how it can be made available for analysis.	

11. Enable development and capture of individual/customized four year academic plan for students.

Initial Timeframe: Added in 2014		Source: Academic Advising
2015 Status: In progress		2016 Timeframe: Complete in 2017
2015 Notes:	Collaborated with the Computer Science Dept. by provided capabilities to interface with WINS system. This enables the Computer Science department to dynamically configure four-year academic plans for each individual student within the department.	
2016 Plans:	Explore software options that would allow for an expansion of four-year academic plans for other academic programs.	
2014 Notes:	Provided WINS student data to support Department of Computer Science's pilot of the custom four year plans for students in the department of Computer Science.	
2015 Plans:	Evaluate outcomes and scalability of the Computer Science Dept. initiative. Explore other options to allow all UW – Whitewater students to build a custom four years plan for their program of choice.	

12. Integrated catalog and schedule of classes that interacts with advising reports and acts as a planner for students.

Initial Timeframe: Added in 2014		Source: Registrar
2015 Status: In progress		2016 Timeframe: Complete in 2016.
2015 Notes:	Determined that CourseLeaf did not meet the needs. Explored potential solutions for class scheduling software system. Selected College Scheduler and implemented in 2015.	
2016 Plans:	Provide a version of College Scheduler that is compatible with mobile platforms.	
2014 Notes:	The online version of catalog, using CourseLeaf, was implemented in Fall 2014. Starting with academic year 2014 – 2015, the undergraduate catalog will be available online and in PDF format. The project involved significant data integration with WINS.	
2015 Plans:	Explore the integration with schedule of classes search and AAR.	

13. Implement CRM for other departments and programs on campus that focus on attracting students to UWW.

Initial Timeframe: Added in 2015		Source: CoBe, Graduate Studies
2015 Status: In Progress		2016 Timeframe: Complete in 2016
2015 Notes:	Planned and implemented CRM communication tool for the following programs and offices: <u>College of Business & Economics:</u> <ul style="list-style-type: none"> • Bachelors of Business Administration • Masters of Business Administration • Doctorate of Business Administration <u>School of Graduate Studies:</u> <ul style="list-style-type: none"> • Masters in Special Education - Professional Development • Masters in Special Education - Counselor Ed grad program <u>Center for Global Education</u>	
2016 Plans:	Explore methods to improve integration of CRM tool and WINS. Prepare for next significant system upgrade, expected in 2016 or 2017.	

14. Explore the utilization of learning analytics as a way to increase student retention and course success.

Initial Timeframe: Added in 2015		Source: ICIT
2016 Timeframe: Initiate in 2016		

2016 Plans:	<ul style="list-style-type: none"> • Determine individual (i.e., students and instructor), course, and institutional (e.g., colleges, departments, etc.) needs regarding learning analytics. • Evaluate learning analytic tools to meet campus teaching and learning needs. • Develop implementation plans for the best tools to understand feasibility.
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15. Coordinate mandatory training for incoming students among UW-Whitewater offices and departments, recommend a streamlined approach.

Initial Timeframe: Added in 2015	Source: ICIT/Learning Technology Center
2016 Timeframe: Initiate in 2016	
2016 Plans:	Inventory mandatory training, and training channels for incoming students.

16. Generate an assessment tracking tool for Department of Philosophy and Religious Studies.

Initial Timeframe: Added in 2015	Source: CoLS
2015 Status: Completed	
2015 Notes:	Delivered a custom application that enables faculty to assess student growth. The application provides faculty with a platform to assign scores to students within individual growth areas, such as cognitive development, as well as sub-categories within in each respective growth area. This application provides the department with an easy-to-use tool that shares and tracks assessment information related to individual students as they progress through their program of study.

ONGOING

1. Provide training to students in the use of hardware, software and information resources on an as-needed basis.

Initial Timeframe: Initiated 2011	Source(s): Carried from 2008-2013 ITSP, College of Business & Economics
2015 Notes:	Collaborated with the Help Desk Manager to investigate a potential training program for newly hired student employees on ICIT services. Explored the potential for a continuous training program for students throughout their Helpdesk employment. Upon investigation, it was determined Lynda.com could provide aspects of these training programs. Additionally, in 2015, three training sessions were conducted for Helpdesk students regarding ISE wireless connectivity. ICIT initiated a new effort to promote its social media presence to students on campus. This platform was leveraged on several occasions in the fall to inform students of how to better utilize ICIT services.
2016 Plans:	Work with the Help Desk Manager to prepare a D2L course that new student employees will complete when they're first hired and schedule Help Desk continuous student training sessions, as needed. Lynda.com videos will be implemented, as needed, into Help Desk trainings. Will continue focusing on growing social media footprint on campus in an effort to better communicate how to promote and use campus IT services.
2014 Notes:	Deployed Lynda.com – a unified knowledge base of short training videos - to promote understanding of basic technology skills for students and provide self-service resolutions related to commonly used technologies. Posted documentation related to using common campus technologies – such as E-portfolios, email, and Google Apps for Education – and posted to new ICIT

	website. Developed and deployed student IT training program focusing on four tracks: customer service, professional ethics, network desktop support, Excel, Jabber, Google Apps for Education, and SPSS.
2015 Plans:	Assess needs and deploy additional training module for IT students focusing on Adobe and other in-demand technologies. Explore if increasing promotion of Lynda.com is needed. Provide continuous updates to documentation related to technology commonly used by students. Identify frequently used processes, develop user-friendly front-end to requests for service by Help Desk.
2014 Plans	Create a library of short training videos and documentation as a resource for students (CoBE).
2013 Plans:	Develop a track-based IT student training program that better leverages skills and interests to prepare students for professional employment after graduation.
2012 Plans:	Review and assess current student employee training program.

2. Prepare incoming students to understand and effectively use technology at UW-Whitewater.

Initial Timeframe: Initiated 2009	Source(s): Carried from 2008-2013 ITSP, Matt Aschenbrener-AVC of Enrollment and Retention
2015 Notes:	Added starter guides, new videos, new quizzes and additional security-related information to TechQuest, in order to better prepare incoming students to use technology effectively.
2016 Plans:	Review TechQuest evaluation data from students and prioritize changes based on need. Create and implement a continuous improvement plan for making updates to TechQuest.
2014 Notes:	Deployed Lynda.com – a unified knowledge base of short training videos - to promote understanding of basic technology skills for students and provide self-service resolutions related to commonly used technologies. Posted documentation related to using common campus technologies – such as E-portfolios, email, and Google Apps for Education – and posted to new ICIT website. Developed and deployed student IT training program focusing on four tracks: customer service, professional ethics, network desktop support, Excel, Jabber, Google Apps for Education, and SPSS.
2015 Plans:	Assess needs and deploy additional training module for IT students focusing on Adobe and other in-demand technologies. Explore if increasing promotion of Lynda.com is needed. Provide continuous updates to documentation related to technology commonly used by students. Identify frequently used processes, develop user-friendly front-end to requests for service by Help Desk.
2013 Plans:	Develop TechQuest modules for targeted student constituencies (i.e. online students, grad students, non-traditional students, upper classmen, veterans).
2011 Notes:	Working with Advising and FYE, created enhanced new student and transfer student orientation program, TechQuest, using D2L. Launched successfully in fall 2011. Presented technology overview to parents of new students at PIP events.
2012 Plans:	Deploy select TechQuest modules to targeted student constituencies (i.e. online students, grad students, non-traditional students, upper classmen, and veterans).
2010 Notes:	Developed D2L online student tutorials and documentation.
2011 Plans:	Work with Advising and FYE to provide supplemental D2L training for identified groups of students.
2009 Notes:	Developed and delivered a new technology orientation program for transfer student orientation. Developed an enhanced program for freshman orientation, including ICIT training of Hawksquad staff for PIP, presentation to 1,800

	freshmen, and creation of an online repository of web-based materials for student reference.
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IV. ORGANIZATIONAL EFFECTIVENESS

“Automate campus-wide processes with introduction of workflow routing capabilities.” – Jeff Arnold, Vice Chancellor of Administrative Affairs

TIMEFRAME: COMPLETION 2015-2016

1. Implement plan for mass communication to campus audiences.
 - a. Develop technology, policy, and training to foster improvements in the accuracy and timeliness of website content.

Initial Timeframe: Initiate in 2009, complete in 2011		Source: Carried from 2008-2013 ITSP
2015 Status: In progress		2016 Timeframe: Complete in 2016
2015 Notes:	Completed audit and report generating processes. Developed draft guidelines for web content managers to utilize as a means to ensure campus web content remains dynamic and ranks high in search engine results.	
2016 Plans:	Will review web content expiration guidelines with Web Advisory Group (WAG), and will operationalize guidelines upon approval. Will distribute and conduct outreach related to web content owners.	
2014 Notes:	Completed implementation of Ingeniux Content Management System which enables content publishers to establish a date for content removal, and then automatically remove the expired content on that date. Provided appropriate training to content publishers. Created a group of top-tier users to help propagate the best practices of content publishing.	
2015 Plans:	Engage Ingeniux to audit the entire UWW website identifying potentially obsolete content. Work with individual units to update content. Implement a process to generate customized reports for out-of-date content. Review and update policies as needed.	

- b. Research and implement solution to enhance campus announcements.

Initial Timeframe: Initiate in 2009, complete in 2011		Source: Carried from 2008-2013 ITSP
2015 Status: In progress		2016 Timeframe: Complete in 2016
2015 Notes:	Successfully completed Listserv pilot with Whitewater This Week Newsletter. Listserv tool Upgrade successfully implemented. Four campus Units utilized the Listserv tool during 2015 (MMR, ICIT, CoAC, Center for Global Education).	
2016 Plans:	Deliver analytics component of Listserv tool to MMR and other campus units. Develop branded training invites and workshop initiations for use by MMR and applicable campus units.	
2014 Notes:	ICIT in collaboration with MMR researched a variety of solutions. In the end the choice was to pilot existing ICIT tool – Listserv to improve interface for the “UW-Whitewater This Week” communication. ICIT is customizing the template to meet MMR requirements.	
2015 Plans:	Pilot Listserv with the new interface for couple of months to make sure it meets MMR’s needs. Upgrade the Listserv tool to the current release	

- c. Improve targeted delivery of messages - Enable more granular targeting of campus communications.

Initial Timeframe: Initiate in 2015		Source: Carried from 2008-2013 ITSP
2015 Timeframe: Completed		
2015 Notes:	Successfully piloted and implemented Lyris Listserv tool. Identified sub groups faculty, staff and students and segmented them in an effort to provide a more	

	focused message. Utilized analytics from Listerv to determine success rate of communications.
2015 Plans:	Identify faculty/staff groups and categories for communication purposes. Evaluate options, recommend a solution.

d. Increase adoption of event calendar.

Initial Timeframe: Initiate in 2009, complete in 2011		Source: Carried from 2008-2013 ITSP, Career & Leadership Development
2015 Status: In Progress		2016 Timeframe: Complete in 2016
2015 Notes:	Upgraded events calendar to make it more user friendly, and enhance the user experience. Laid groundwork for integrating campus event calendar with other systems, such as 25Live room scheduling system.	
2016 Plans:	Will continue focusing on integrating events calendar with other campus systems. Will collaborate with Office of Research & Sponsored Programs to integrate its departmental calendar into campus events calendar.	
2014 Notes:	Increased usage of RSS feeds on various campus website to increase awareness of centralized calendar. Focused on guiding users to centralized calendar rather than completing customized calendar. Ongoing effort to inform campus community to use event calendar.	
2015 Plans:	Facilitate more connections to campus calendar from announcements.	

2. Streamline instructional facilities remodeling funding prioritization and scheduling processes.

Initial Timeframe: Initiate in 2014		Source: ICIT
2015 Status: Completed		
2015 Notes:	The process has been implemented and used for prioritization of funding requests	
2014 Notes:	Developed a unified process for all facilities funding and remodeling requests, Independent of funding source. This process includes a single point of request intake, early identification of projects that require external review/design, prioritization based on college/institutional needs, funding allocation based on best available estimates, timely resource / schedule development.	
2015 Plans:	Put the newly developed process in practice, refine as needed	

3. Improve facilities scheduling, utilization tracking and reporting processes. Ensure that all events, including the final exam schedules are recorded and easily accessible for a variety of inquiries, including requests from maintenance staff who needs to have access to the rooms to do their work.

Initial Timeframe: Initiate in 2014		Source: ICIT, CoBE
2015 Status: Completed		
2015 Notes:	Process for maintaining room data for CDR facilities reporting and utilization deployed in late summer/ fall of 2015. New process for scheduling implemented in Fall of 2015. Conducted upgrade and transitioned campus to exclusively utilize 25Live room scheduling system upon completion of fall semester.	
2014 Notes:	<ul style="list-style-type: none"> Identified current state course scheduling processes and process improvements Created future state processes with implementation plan Upgraded R25 software to Schedule25/25Live Piloted use of Schedule 25 for Spring 2015 course scheduling 	
2015 Plans:	<ul style="list-style-type: none"> Deploy process for maintaining room data for CDR facilities reporting and utilization reporting Use new processes for course scheduling starting Fall 2015 Transition to using 25Live for event scheduling 	

	<ul style="list-style-type: none"> • Transition to using 25Live for all room scheduling across campus
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4. Automate staff recruitment and employment process.

Initial Timeframe: Initiated in 2009		Source: Carried from 2008-2013 ITSP, College of Education & Professional Studies, Administrative Affairs
2015 Status: Completed		
2015 Notes:	TAM was implemented for the entire campus in 2015. Currently all 82 departments are using TAM. A total of 126 recruitment searches were made in 2015.	
2014 Notes:	Facilitated a cross-functional group for TAM adoption. TAM is piloted with the College of Education and Professional Studies, global studies and ICIT.	
2015 Plans:	Gather feedback from the pilot groups. Develop a plan and work with HRS to implement the changes based on the priority determined by the implementation team. Develop a rollout plan to the entire campus. Implement the system across all colleges and departments at UW-Whitewater. Perform a fit/gap analysis to determine how TAM can be used for the university personnel recruitment.	
2013 Notes:	HR Director worked with ICIT and UW-System (UWS) to review and compare UWW-TAM and UWS – TAM. Based on this assessment it was decided that HR would like to pursue the UWS – TAM. The project to implement UWS – TAM was put on a temporary hold.	
2012 Notes:	The HR Director decided to postpone the implementation of the Talent Acquisition Manager (TAM) system until an assessment has been performed to understand the functionality of the UWS TAM.	
2013 Plans:	Assess UWS TAM functionality to determine the fit-gap of the system at UWW. Assessment will include meeting with other UWS campuses that have implemented UWS TAM and also meeting the Service Center staff for understanding the TAM functionality. After completion of this assessment develop a plan to begin the process of implementing TAM at UWW.	
2011 Notes:	In light of heavy workload associated with implementation of the new HRS, HR Director decided to postpone until UWS TAM is available.	
2012 Plans:	Assist with incorporating UWS TAM component into university practices.	
2010 Notes:	Moved the UW-WHRS/TAM Application to production environment in August 2010. Started conducting recruitment process in TAM in December 2010.	
2011 Plans:	Expand the use of the HRS/TAM for all Unclassified hiring efforts at UW-W.	
2010 Plans:	Complete the installation of HRS/TAM at UW-Whitewater in 2010	

5. Develop a guide for effective use of storage services (campus network drives/Google Docs). Incorporate remote access and data confidentiality concerns.

Initial Timeframe: Added in 2014		Source: University Center, University Technology Committee
2015 Status: Completed		
2015 Notes:	Marketed Google Drive to students as the primary storage solution on campus. Plan-It Purple presentations were revised to emphasize storage options and potential security issues related to data storage (e.g. – unencrypted thumb drives can be lost leave the data vulnerable, etc.). Storage handout was made available upon request.	
2014 Notes:	Developed and launched webpages, as part of new ICIT website, dedicated to understanding and using effectively campus data storage options. This includes a webpage comparing network and cloud storage options for students, faculty	

	and staff, this page includes information on best options for storing private/sensitive information. A second webpage focusing on how to connect to campus storage options was also developed, it includes previous web-storage documentation offered by ICIT.
2015 Plans	Translate information on webpages into stand-alone handouts that can be distributed to staff, faculty, and student at events such as the Technology Open House and Plan-It Purple.

6. Assist College of Education & Professional Studies in operational process redesign using capabilities of PeopleSoft and ImageNow, including tracking data related to teacher education licensure and testing and a placement tracking system.

Initial Timeframe: Added in 2014	Source: College of Education & Professional Studies
2015 Status: Completed	
2015 Notes:	A licensure tracking program that uses PeopleSoft and ImageNow was implemented during the second quarter of 2015.
2014 Notes:	Completed requirements gathering and design for licensure tracking
2015 Plans:	Implement the program for licensure tracking during the second quarter of 2015. Completed requirements gathering and design for a placement tracking system

7. Create an online system for submitting Travel Expense Reports (TER).

Initial Timeframe: Added in 2014	Source: Administrative Affairs, Financial Aid
2015 Status: In progress	2016 Timeframe: Complete in 2016
2015 Notes:	The online Travel Expense Report (TER) was piloted with several departments.
2016 Plans:	Rollout of the online TER system campus-wide is scheduled for 2016.
2014 Notes:	This is a UW System initiative. Financial Services began piloting in 2014.
2015 Plans:	Complete campus rollout in 2015.

8. Usage of tablet devices for field reporting and access to RMS information. Access to information (primarily from Cardinal Trac) while officers are in the field on a mobile device.

Initial Timeframe: Added in 2014	Source: Campus Police
2015 Status: In progress	2016 Timeframe: Complete in 2016
2015 Notes:	Provided consultation services and implemented ProPhoenix, a replacement for Badge SE. ProPhoenix enables mobile connectivity to police incident reports.
2016 Plans:	Will complete integration with WINS, HRS, and other campus systems and provide consultation on purchasing and acquisition of mobile devices compatible with ProPhoenix.
2015 Plans:	Explore capabilities of the systems used by Police Dept. and other technology solutions.

9. Integrate PIP registration with WINS.

Initial Timeframe: Added in 2014	Source: First Year Experience
2015 Status: Completed	
2015 Notes:	The new PIP application was implemented. Approximately, 3,500 new students successfully used the system during the Fall and Spring PIP registration sessions.
2014 Notes:	Engaged with the customers to determine their requirements. Based on their requirements four options were developed and we selected the option that best leveraged the current toolset and technology that is being used. The implementation of this project saved approximately \$20,000 annually (fees for the EBMS system they were using) – this was charge being assessed to the

	new students. Additionally, the various administrative offices saved a total 0.3 – 0.5 FTE.
2015 Plans:	The process will be rolled out for the Summer and Fall PIP sessions.

10. Explore PCI compliant option for mobile commerce and enables bookstore staff to conduct sales from remote locations.

Initial Timeframe: Added in 2014		Source: Bookstore
2015 Status: In Progress		2016 Timeframe: Complete in 2016
2015 Notes:	Reviewed compliance guidelines.	
2016 Plans:	Will conclude investigations and make recommendation, based on decision for overall campus direction on mobile commerce.	
2015 Plans:	Investigate approved mobile commerce vendors through the pcisecuritystandards.org as well as investigate whether or not our acquiring bank has any offerings.	

11. Electronic inventory and check out system for laptops, video cameras and other equipment that is checked out to faculty and students.

Initial Timeframe: Added in 2014		Source: College of Business & Economics
2015 Status: In progress		2016 Timeframe: Carried forward to 2016.
2015 Notes:	Expanded checkout system to the College of Letters and Sciences. Installed electronic pads to digitally capture signatures from those checking out equipment, thus eliminating the need to collect, scan and store paper forms. Begin preliminary planning to expand checkout system to Residence Halls and UWW-TV.	
2016 Plans:	Will expand checkout system Reslife and UWW TV. Will consult and assist other areas of campus interested in using checkout system.	
2014 Notes:	Selected and deployed software to the main ICIT AV-Checkouts center in May 2014. Deployed software to the College of Business and Economics in July 2014	
2015 Plans:	Expand use to the College of Letters and Sciences in Q1 2015. Expand to other colleges and areas of campus as interested. Investigate reporting capabilities and develop standard reporting options	

12. Enable sharing of citation data with the State of Wisconsin.

Initial Timeframe: Added in 2014		Source: Campus Police
2015 Status: In progress		2016 Timeframe: Complete in 2016
2015 Notes:	Provided consultation and implementation support for the ProPhoenix incident reporting system.	
2016 Plans:	Conclude integration with WINS and other systems. Follow up with police to ensure ProPhoenix tool is meeting departmental needs for data sharing.	
2014 Notes:	UW-Whitewater submitted a Wisconsin's Citation Tracking Implementation Grants that assists enforcement agencies in developing their capacity to enter and transmit the greatest le number of electronic records to the State of Wisconsin as soon as possible. This will increase the number of electronic citations and crash reports issued, and it will expand the ability to use and share the electronic data for problem identification, program development and resource allocation.	
2015 Plans:	Develop an implementation plan and schedule.	

13. Ensure more consistency with online web forms used for administrative processes.

Initial Timeframe: Added in 2014		Source: Career & Leadership Development
2015 Status: Completed		

2015 Notes:	Reviewed Ingeniux functionality, and determined Ingeniux is suitable for simple forms, while Qualtrics is a better platform for complex forms. Created a template for standard branding of forms, and implemented generically across campus. CLD opted to utilize OrgsSnc platform for its web form needs.
2015 Plans:	Audit website to identify all web forms used for internal processes, recommend appropriate action.

14. Enable access to TMA from mobile devices to retrieve work order information anywhere on campus.

Initial Timeframe: Added in 2014		Source: Facilities Planning & Management, University Center
2015 Status: In Progress		2016 Timeframe: complete in 2016
2015 Notes:	Upgrade has been deployed in the test environment and currently being tested by FP&M staff.	
2016 Plans:	Complete upgrade in 2016 and enable mobility functions.	
2015 Plans:	Upgrade TMA application to the web based version, which would allow Facilities workers to access TMA from any device. It is expected that more users will access TMA after the upgrade and that training and change management will be a part of the project. 2015 plans also include: <ul style="list-style-type: none"> • Automate interfaces to GL and reporting • Data cleanup on buildings and rooms to be consistent with the rooms master data definitions • Review the configuration for workflow improvements and ease of use. • Training for users and deploy the upgraded application 	

15. Provide stronger safeguards over confidential and PII data, such as second level authentication.

Initial Timeframe: Added in 2015		Source: ICIT, Facilities Planning & Management
2015 Status: In progress		2016 Timeframe: Carried forward to 2016
2015 Notes:	Implemented Shib authentication for WINS as a precursor to dual factor authentication. We received grant funding from UW – System to complete the dual factor project. The project is currently in the testing phase.	
2016 Plans:	Implement to dual factor authentication for access to student data during Spring 2016.	
2014 Notes:	In collaboration with UW-Digital ID service administered deployment of multi-factor authentication to over 30 core users of SFS (Shared Financials System).	
2015 Plans:	Explore deployment of multi-factor authentication for staff with access to sensitive data in WINS	

16. Establish a process for scheduling courses on a grid. Ensure that exceptions and anomalies are detected.

Initial Timeframe: Added in 2014		Source: Admissions
2015 Status: Completed		
2015 Notes:	The course grid was implemented as part of the 25Live system implementation. Functionality delivered to customer in 2015.	
2014 Notes:	Incorporated course grid policy into 25Live (Room Scheduling) software implementation. The initial pilot of this process within the new system was completed during the fourth quarter of 2014.	
2015 Plans:	Implement the course grid policy for scheduling Fall 2015 classes.	

17. Develop a system for student hiring.

Initial Timeframe: Added in 2014		Source: Financial Aid
2015 Status: Completed		

2015 Notes:	Developed and delivered an application to meet stakeholder needs. Worked with Human Resources & Diversity to implement this project. The system works similar to the Staff Change of Status application.
2014 Notes:	Explored scope and requirements of project.
2015 Plans:	Coordinate with Human Resources & Diversity office to develop an application to facilitate student hiring process. Test and deploy application for departmental use.

18. Automate curricular change/proposal process.

Initial Timeframe: Added in 2014		Source: Special Education
2015 Status: Completed		
2015 Notes:	The CIM system was implemented. The WINS system was integrated with the CIM system via course and faculty/staff data feeds.	
2014 Notes:	Gathered requirements and completed initial pilot of the CourseLeaf Curriculum Management System (CIM)	
2015 Plans:	Implement CIM to be used by all faculty and some academic instructional staff	

19. Replace existing Ticketing System which is hosted off campus and contract is expiring in 2014-2015, with a new one.

Initial Timeframe: Added in 2014		Source: University Center
2015 Status: On Hold		2016 Timeframe: Complete in 2016
2015 Notes:	Worked with consultant to identify short list of vendors and assisted with the vendor selection. Reviewed technology requirements to ensure data privacy and security.	
2016 Plans:	Develop plans once decision is made.	
2014 Notes:	Provided Technology RFP language.	
2015 Plans:	<ul style="list-style-type: none"> • Consultant will be used to get to short list of vendors • Technology requirements will be reviewed to ensure data privacy and security along with PCI compliance is followed • Assist with vendor selection and implementation planning 	

20. Enable video conferencing on mobile devices for FP&M staff using institutionally-owned mobile devices.

Initial Timeframe: Added in 2014		Source: Administrative Affairs, FP&M
2015 Status: Completed		
2015 Notes:	The campus's enterprise communication tool <i>Jabber</i> is able to meet FP&M's needs. Mobile device expertise and acquisition services were provided upon request.	
2015 Plans:	Provide device acquisition services and expertise. Enable Jabber for mobile to allow for video conferencing, and provide support for standard mobile technologies and applications used on campus.	

21. Ability to bring information such as classes taught and student evaluation scores into Digital Measures for Purple Book and other documentation.

Note: Moved from Student Success & Engagement Section		
Initial Timeframe: Added in 2014		Source: CoBE
2015 Status: In progress		2016 Timeframe: Carried forward to 2016
2015 Notes:	Digital Measures system was upgraded in October/November of 2015. This upgrade offered enhanced features for integration with WINS.	
2016 Plans:	Will coordinate with CoBE to finalize integration plans, and will complete integration upon stakeholder approval.	

2015 Plans:	Explore potential for uploading of WINS (classes taught) and Class Climate (data from student evaluations) information into <i>Digital Measure System</i> , develop recommendations.
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22. Create a video conferencing solution in Hyer Hall

Initial Timeframe: Added in 2015	Source: HR&D
2015 Status: Completed	
2015 Notes:	Room 335 in Hyer Hall was converted to a videoconference room in the spring of 2015 by deploying Cisco Telepresence endpoint.

23. Create a system for tracking campus employees who complete security training.

Initial Timeframe: Added in 2015	Source: Registrar
2015 Status: Completed	
2015 Notes:	Integrated WINS access request system and D2L. Registrar's Data Custodian has access to integrated applications which enables data custodian to view completion of security training.

24. Automate the update-to-complete status for PIP registrants to support non-payment problems.

Initial Timeframe: Added in 2015	Source: Accounting Services
2015 Status: Completed	
2015 Notes:	Introduced efficiencies in PIP payment process. Made the costs more prominent in the registration process with the following changes: <ul style="list-style-type: none"> • Add the cost to the date selection • Add the cost to the guest selection • Add an itemized total section just before confirmation

TIMEFRAME: COMPLETION 2016-2018

1. Implement a publically accessible media library to provide access to photos, video clips, and other media content available for promotional and instructional use. Include facilities for digitization and cataloguing 2D, voice and video objects.

Initial Timeframe: Initiate 2010. Initiated in 2009	Source: Carried from 2008-2013 ITSP
2015 Status: On Hold	2016 Timeframe: Complete in 2016-2018
2016 Plans:	Re-assess institutional need and resources to initiate the project
2013 Notes:	DAM grant was not approved. Awaiting UWS adoption of a video management tool to determine next steps. Need for a DAM tool increases yearly. Consider submitting another SI grant application in Nov. 2013.
2012 Notes:	In Fall 2012 ICIT re-submitted a Strategic Initiative grant proposal to fund a Digital Asset Management (DAM) system. The DAM would provide the technical infrastructure to store, organize, and archive digital images, as well as to manage access for instructional or administrative purposes.
2013 Plans:	If approved, evaluate DAM solutions, recommend preferred option, and begin deployment.
2012 Plans:	In collaboration with CoAC research solutions for Digital Asset Management (DAM), make recommendation.
2009 Notes:	In fall 2009, ICIT submitted a Strategic Initiative grant proposal to fund a Digital Asset Management (DAM) system. The DAM would provide the technical infrastructure to store, organize, and archive digital images, as well as to manage access for instructional or administrative purposes.

2. Implement integrated telecommunications billing system.

Initial Timeframe: Complete in 2009		Source: Carried from 2008-2013 ITSP
2015 Status: Complete		
2015 Notes:	Develop a web application to enable department associates to view phone-related charges via self-service.	
2014 Notes:	Enhanced billing system to support campus-wide VoIP rollout.	
2015 Plans:	Enable self-service for department associates to view their phone-related charges	
2009 Status: Completed		

3. Plan and implement policies and technologies to provide data archiving and e-discovery services for all user files and appropriate application data.

Initial Timeframe: Initiated in 2011		Source: Carried from 2008-2013 ITSP
2015 Status: In Progress		2016 Timeframe: Complete in 2017
2015 Notes:	Assessed documents in ImageNow system and campus needs. Explored auto-archiving functionality. Explored and successfully implemented process for rebuilding databases after disaster recovery situations.	
2016 Plans:	Implement auto-archiving functionality, determine any additional needs.	
2013 Notes	Manual process for collecting outgoing archives on supervisory request implemented. Design for automated system is complete. Negotiated advanced e-discovery search and retention capabilities into Microsoft license renewal.	
2014 Plans	Implement automated archiving and advanced e-discovery retention through the Identity Management Lifecycle project.	
2012 Notes:	Policies and requirements for data archiving for outgoing employees have been identified.	
2011 Notes:	Defined a process for capturing and archiving records of key executives leaving campus.	
2012 Plans:	Implement an electronic request workflow using our existing iConnect framework to handle data archiving for outgoing employees.	
2009 Notes:	Implemented automated archiving strategy for Novell storage that migrated files not accessed within six months to archive storage.	

4. Web application form submissions for basic and anonymous reports.

Initial Timeframe: Added in 2014		Source: Campus Police
2015 Status: Completed		
2015 Notes:	Identified Ingeniux and Qualtrics as solutions capable to enable anonymous information submission. Worked with Dean of Students Office to implement anonymous submission of <u>crime reports</u> and <u>sexual assault reports</u> . A form for tracking stolen property <u>was created</u> . A form enabling community members (not affiliated with UW-Whitewater) to sign up for <u>campus-hosted and sponsored events was created</u> .	
2015 Plans	Explore improved web form functionality offered with Ingeniux and Qualtrics form tools. Select the best option and implement in 2016.	

5. Enable self-service capabilities for parents to submit their demographic information and populate data in WINS.

Initial Timeframe: Added in 2014		Source: Financial Aid
2015 timeframe Initiate in 2016-2018		

6. Need electronic storage for contracts – document management system.

Initial Timeframe: Added in 2014		Source: Administrative Affairs
2015 Status: In Progress		2016 Timeframe: Complete in 2016-2018

2015 Notes:	Outlined goals, scope, necessary resources and action items with the intent to make publicly available to campus office and departments for review of past agreements.
2016 Plans:	Coordinate with tech purchasing to understand full need and define scope. Design system to align with campus Technology Purchasing & Acquisition policy. Create formal for governance group to guide system-related decisions and develop a charter.
2014 Notes:	A kickoff meeting was held.
2015 Plans:	Develop a charter to understand goals, scope, resources needed, and an implementation schedule.

7. Enterprise system for student employee scheduling.

Initial Timeframe: Added in 2014		Source: University Center
2015 Status: Completed		
2015 Notes:	The University Center has adopted the “When to Work” system for student employee scheduling. The System is cloud-based and located at whentowork.com .	
2015 Plans:	Explore solutions used by various units on campus, including VSS Pro-Scheduler used by FP&M, recommend technology that addresses campus-wide needs.	

8. Develop campus capacity and expertise for financial and HR on-demand (ad hoc) and standard reporting to support decision-making, business intelligence and analytics.

Initial Timeframe: Added in 2014		Source: Administrative Affairs
2015 Status: In Progress		2016 Timeframe: Complete in 2016-2017
2015 Notes:	Completed evaluation and prototyping of BI tool hosted at UW-Platteville. Obtained security clearance.	
2016 Plans:	Complete staff training in the use of HRS and SFS data. Rollout the Business Intelligence tool access to other campus stakeholders of financial data.	
2014 Notes:	Began conversation with UW-Platteville about potential collaboration in the area of SFS and HRS reporting and Business Intelligence.	
2015 Plans:	Evaluate collaboration opportunities with. Develop plans based outcomes of this collaboration.	

9. Investigate feasibility of consolidating and simplifying Emergency Messaging, combining activation with email, website and digital signage.

Initial Timeframe: Added in 2014		Source: Campus Police, Administrative Affairs, CoBE, FP&M
2015 Status: In Progress		2016 Timeframe: Complete in 2017-2018
2015 Notes:	Re-designed emergency website page to be more intuitive and effective to communicate emergency messages over multiple channels. Tested live audio in UC.	
2016 Plans:	Will integrate digital signage into the emergency notification system. Explore cloud-hosted options.	
2014 Notes	Completed “one-button” integration for audible notifications. Enable Dispatch services activate the emergency notifications. In collaboration with Police and MMR successfully completed several tests of the emergency network. Installed additional VoIP speakers in several buildings to assure needed coverage.	
2015 Plans:	Investigate feasibility of consolidating Emergency Messaging and creation of email templates. Investigate integration with digital signage. Develop and deploy integration technology when the number of digital signs around the campus warrants the investment. Re-design emergency website to assure it can	

	sustain high load during an emergency event. Explore the need for SMS emergency messaging system.
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10. Having access to faculty syllabi would be very helpful for textbook staff to determine if a book is going to be used later in the term or if they can return excess stock to the publisher.

Initial Timeframe: Added in 2014		Source: Bookstore
2015 Status: In Progress		2016 Timeframe: Complete in 2016-2018
2015 Notes:	This project was placed on temporary hold due to resource constraints.	
2016 Plans:	Initiate project, and explore potential options for stakeholder.	
2015 Plans:	Explore options to notify Bookstore staff about textbook selection for the upcoming terms.	

11. Investigate potential technological solutions that could assist with traffic control plan to prevent vendors, guests, and other visitors from driving on campus sidewalks.

Initial Timeframe: Added in 2014		Source: FP&M
2015 Status: In Progress		2016 Timeframe: Complete in 2017
2015 Plans:	Explore potential solutions, including existing on-campus technologies such as utilizing surveillance cameras with analytics to assist with traffic control, and recommend best potential options.	

12. Develop video and audio storage solution for campus squad cars that is compatible with current university systems.

Initial Timeframe: Added in 2014		Source: Campus Police
2015 Status: Completed		
2015 Notes:	Police services opted to use Prima Fascia software to record interactions from police cameras. Police services worked with the vendor to ensure needs are met. ICIT provided a T: Drive folder to store recorded interactions securely.	
2015 Plans:	Review functionality of enterprise solution in light of Campus Police needs, and develop a transition plan.	

13. Implement Oracle Business Intelligence tool.

Initial Timeframe: Added in 2014		Source: UW System
2015 Status: In Progress		2016 Timeframe: Complete in 2016-2018
2015 Notes:	Established Governance structure, developed a charter and formulated a team to guide decision making process for BI tool. Formed a BI governance committee and approved a project charter, outlining how UW-Whitewater will execute the project in two tracks: <ul style="list-style-type: none"> Track 1 – Perform all essential tasks to meet the UW – System timeline to migrate to the new BI tool. Migrate UWW Queries to new BI tool. Track 2 – Establish and implement a strategy around BI data governance, structures, use and support to better address the data driven decision making needs of campus 	
2016 Plans:	Converted existing queries from Hyperion to BI tool. Implement and deliver Track 1 of the Business Intelligence tool implementation plan, initiate work on track 2.	

V. RELIABLE TECHNOLOGY & CUSTOMER FOCUSED SERVICES

"Maintain state-of-the-art technology infrastructure to position the campus for future growth." – Jeff Arnold, Vice Chancellor of Administrative Affairs

TIMEFRAME: COMPLETION 2015-2016

1. Formalize best practices for workstation management and incorporate them in UW-Whitewater workstation architecture. This includes improving office workstation performance and reliability. Achieve 99% managed environment for all workstations.

Initial Timeframe: Initiate in 2015		Source: ICIT
2015 Status: In Progress		2016 Timeframe: Complete in 2016
2015 Notes:	<ul style="list-style-type: none"> Established a process for records removal from all inventories and directories (Zen and AD) when equipment is being repurposed or disposed. Transitioned the responsibilities to Workstation Management Team. Identified 139 viable Mac computers still bound to Open Directory domain. Transitioned 70% to Active directory by the end of 2015. Developed a plan to replace University-owned Macs more than 5 years of age (166 total). Collaborated with the campus community to implement the replacement plan. Identified 830 Windows computers that have been inactive since Dec 2014. Will verify and remove from inventory in Feb 2016. Identified 330 Windows computers that have been inactive since July 2015. Will verify and remove from inventory in June 2016. Cleaned up and improved performance of Group Policy Rebuilt a cleaner Windows image that allows for a more efficient installation process. Reimaged all lab and classroom computers to improve performance. Built Yosemite image and reimaged all lab and classroom Mac computers to improve performance. Built new El Capitan image. Upgraded a variety of academic software to the latest version, achieving consistency in instructional settings. 	
2016 Plans:	<ul style="list-style-type: none"> Complete transition of all Macs from Open Directory to Active directory. Complete retirement (to the extent possible) of all Macs that are over 5 years old. Complete decommissioning from inventory records all Windows computers that have been inactive since July 2015. Implement full record lifecycle management. Develop a new Change Management process for tracking hardware assets in HPSM. Ensure records removal process from all inventories and directories (Zen and AD) when equipment is being repurposed or disposed is followed. Upgrade to the latest client of Zenworks. Ensure Symantec client is installed on all computers Achieve consistency in software versions on office computers. Implement timely (monthly) schedule for software updates to minimize vulnerabilities. 	
2015 Plans:	<p>Refine process for records removal from all inventories and directories (Zen and AD) when equipment is being repurposed or disposed. Implement full record lifecycle management.</p> <p>Identify discrepancies and update records for Windows computers (around 500).</p> <p>Assure Symantec client is installed on all computers</p>	

	Achieve consistency in software versions on office computers. Implement timely (monthly) schedule for software updates to minimize vulnerabilities.
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2. Construct an alternate campus data center to allow for continued operations in the event that the primary campus data center is rendered unusable.

Initial Timeframe: Initiate by 2011		Source: Carried from 2008-2013 ITSP
2015 Status: Completed		
2015 Notes:	A redundant email storage system was added to ensure fluid communications in the event of an unexpected outage.	
2014 Notes:	Identified a Business Continuity partner site (UW-Platteville) for alternative data center. Installed redundant equipment, successfully replicated all file storage and Student Records data.	
2015 Plans:	Secure additional funding, procured necessary data storage and replicate email and other critical systems data.	
2012 Notes:	Evaluation of cloud alternatives for enterprise storage and server hosting determined that it is not yet cost-effective to consider using cloud services to eliminate the need for an alternative data center.	
2011 Notes:	Deployed new NetApp storage array capable of replicating data to a remote array. Converted a large number of services from physical servers to virtual servers in order to position us to take advantage of a remote site when one comes available.	
2012 Plans:	Evaluate cloud and outsourced models for providing IT infrastructure to determine whether or not an alternate data center is still the most cost-effective technology strategy to pursue in light of outsourced offerings.	
2010 Notes:	IP restructuring project addressed IP space allocation needs for Goodhue as alternate data center location.	
2011 Plans	Site some initial infrastructure components in Goodhue data center to achieve redundancy. Components will be selected based on cost/benefit model.	

3. Assist the University Center with replacement of current Hawkcard server.

Initial Timeframe: Added in 2014		Source: University Center
2015 Status: In Progress		2016 Timeframe: Carried forward to 2016
2016 Plans:	Will coordinate and assist vendor with transition to new server in June.	
2015 Notes:	Project delayed due to release date change by vendor to June of 2016.	
2014 Notes:	Planning and cost estimates provided for new Hawkcard server	
2015 Plans:	New server installation planned to be completed in May 2015	

4. Incorporate engineering best practices for infrastructure technologies in UW-Whitewater infrastructure architecture. These include: Service availability and problem/event monitoring, logging, and appropriate notification.

Initial Timeframe: Added in 2009		Source: Carried from 2008-2013 ITSP
2015 Status: In progress		2016 Timeframe: Complete in 2016
2015 Notes:	Re-aligned organizational structure, created and filled the position responsible for logging and monitoring events, and providing appropriate notifications.	
2016 Plans:	Evaluate available monitoring solutions, make recommendation and begin implementation.	
2014 Notes:	Determined that changes in Microsoft contract pricing had made SCOM (Microsoft Data Center Management System) a viable option. Sent administrator to training for instruction on what modules were appropriate for our environment, and how to successfully implement SCOM.	

2015 Plans:	Planning for resource allocation, and design of SCOM to meet the needs of the various and disparate systems in our environment with the ultimate goal of rolling out the solution in several stages.
2012 Notes:	Completed upgrade of network monitoring platform to next generation platform (Cisco Prime). Evaluated options for migration to Microsoft's server monitoring platform and determined that there is not an adequate business justification at this time.
2013 Plans:	Upgrade server monitoring platform to latest version.
2011 Notes:	Completed implementation of standard monitoring templates. Migrated monitoring platform off out-of-warranty hardware to new virtual machine.
2012 Plans:	Review monitoring platform to determine whether capabilities continue to meet evolving needs.
2010 Notes:	Performed evaluation of vendor products. Began modifications to existing system to support fine-grained monitoring and alerting and aggregate service uptime reporting. Modifications have been applied to approx. 30% of infrastructure components at this time.
2011 Plans:	Apply enhanced monitoring configuration to remaining infrastructure components. Complete implementation of standard server monitoring templates onto all servers / services monitored by enterprise monitoring system.
2010 Plans:	Continue a project to create a detailed set of requirements for a monitoring solution and to evaluate market options that would meet the University's needs

5. Address Mobile Computing needs of campus community.

(Note: The scope of this project was divided and re-organized from the previous iteration due to the continued growth of mobile computing on campus. Notes from previous years added during this iteration to illustrate previous work. This project will be transferred to "ongoing" in the 2016 iteration.)

a. Enable "anywhere" access to campus resources.

Initial Timeframe: Start in 2011		Source: Carried from 2008-2013 ITSP	
2015 Status: In progress		2016 Timeframe: Complete in 2016	
2015 Notes:	Launched the WINS Mobile app for students. The App enables students to check grades, add/drop classes, and perform other essential academic functions from their mobile device. Students, faculty and staff also provided free access to Microsoft OneDrive, a cloud file storage system that supplements Google Drive, the campus enterprise storage solution.		
2016 Plans:	Incorporate PeopleSoft Fluid Architecture to create a better user experience on mobile and desktop devices, following an upgrade to upgrade to PT8.54 and Campus Solutions 9.2. Upgraded system will enable ability to add links to other mobile apps (such as D2L, etc.) in the WINS Student Center, providing a "one stop shop" experience for students.		
2015 Notes:	Launched the WINS Mobile app for students. The App enables students to check grades, add/drop classes, and perform other essential academic functions from their mobile device. Students, faculty and staff also provided free access to Microsoft OneDrive, a cloud file storage system that supplements Google Drive, the campus enterprise storage solution.		
2014 Notes:	Developed plans for implementation of the Oracle/PeopleSoft mobile solution for WINS. Introduced Lynda.com for mobile to the UWW campus. Explored and evaluated other potential mobile technologies related to training and learning, concluded additional technologies not worth implementing in 2014.		

2015 Plans:	Implement the Oracle/PeopleSoft mobile solution for WINS. Initially the solution will be piloted with a small group of students and then rolled out to the entire student population
2013 Notes:	<ul style="list-style-type: none"> • Deployed ResponseWare for campus use. • Added ability to view ITS-produced video on iOS devices.
2014 Plans:	Explore mobile applications for Lynda.com and GCF Learn Free. Explore forthcoming D2L new features to support mobility of the LMS (e.g., Binder, additional tools for mobile interface, etc.). Explore new classroom technologies to allow mobile content delivery.
2012 Notes:	<ul style="list-style-type: none"> • Established mobile application branding standards • Analyzed survey results and established action items to respond to survey findings • Established governing process for development and deployment of mobile applications • Deployed D2L mobile application - D2L Mobile allowed users to view content items, discussions, news, bookmarks, calendar, and grades • Presented high value content on mobile devices by making websites mobile using Responsive software in conjunction with Ingenuix Content Management System
2011 Notes:	<p>Provided report on the state and trends of mobile computing in higher education</p> <p>Gathered and reported stats on usage of mobile devices on UW-Whitewater campus</p> <p>Review available technologies, provided recommendations</p> <p>Introduced authentication standards for mobile apps</p> <p>Conducted survey of UW-Whitewater students, faculty and staff regarding their reference for services and content offered on mobile devices</p> <p>Established overall strategy for presenting content and apps on mobile devices</p> <p>Obtained campus Apple developer licenses</p>

b. Develop formal campus policy and guidelines for support of tablets.

Initial Timeframe: Added in 2014		Source: FP&M, CLD
2015 Status: Completed		
2015 Notes:	Developed and published guidelines for tablet and mobile device support on the ICIT website.	
2014 Notes:	ICIT developed following parameters for tablet support: ICIT will assist with acquisition and lifecycle management of iPads, Microsoft Surface, Smartphones, and Chromebooks. This includes installation of Computrace on Windows devices. ICIT will support following enterprise software: Anyconnect, Jabber, MsOffice and Pages (devices using iOS), as well as network drive access. ICIT will assist with Wi-Fi connectivity.	
2015 Plans:	ICIT will develop and publish guidelines and SLAs for tablet support.	

c. Ensure secure access to campus resources from personal mobile devices.

Initial Timeframe: Start in 2011		Source: Carried from 2008-2013 ITSP
2015 Status: In progress		2016 Timeframe: Complete in 2016
2015 Notes:	Successfully implemented Cisco Identity Service Engine (ISE) authentication system for iOS and Android devices. This campus-wide authentication system delivers a more secure and efficient experience for users connecting a personal device to the campus Wi-Fi network. The ISE system also delivers a simplified and secure guest access system that enables campus visitors to securely connect a personal device to the campus network on a temporary basis.	

	Rolled out Cisco ISE wireless network management system for iOS and Android mobile devices during spring of 2015. Self-service guest access system for Wi-Fi introduced in the University Center and Library. More than 10,000 devices mobile devices downloaded certificates in first 9 months of use.
2016 Plans:	Complete ISE system role out. Transition PC and Mac laptops, and all remaining Wi-Fi capable devices that meet campus standards, to the ISE System.
2014 Notes:	Explored various solutions to manage and support personal devices and campus-owned devices connected to Wi-Fi. Selected Cisco Identity Service Engine (ISE) as the enterprise solution. ISE provides a centralized management system that features a simplified guest access system and superior device authentication and management abilities.
2015 Plans:	Plan and execute implementation of ISE authentication system in phases. Phase one will focus on transitioning faculty/staff iOS devices. Phase two will focus on transition student-owned iOS devices, and phase three will focus on transitioning all Android devices. Review existing business drivers, such as security, access management, and application distribution. Evaluate solution in light of the drives, provide recommendations.
2013 Notes:	Experimented with the Mobile Device Management process and provided recommendations for the phase 1.
2014 Plans:	Explore potential solutions for mobile device management. Choose vendor that best meets campus needs.
2013 Plans:	Experiment with Mobile Device Management, provide recommendations

6. Explore printing from mobile devices.

Initial Timeframe: Added in 2014		Source: ICIT, Campus Police
2015 Status: Completed		
2015 Notes:	Planned an implemented Pharos mobile printing solution in the fall of 2015, enabling students and users to print directly from smartphones and tablets devices. Provided appropriate documentation and support to users. Police Services indicated mobile printing needs being met by portable printers currently in patrol vehicles.	
2014 Notes:	Submitted proposal to Student Tech Fee to funds a pilot for students to print from their mobile devices. Received funding.	
2015 Plans:	Explore Pharos mobile printing functionality.	

7. Expand a face-to-face regular communication with Tech Partners in academic areas to administrative units, such as University Center and Facilities Planning & Management.

Initial Timeframe: Added in 2014		Source: University Center, Facilities Planning & Management
2015 Status: Completed		
2015 Notes:	Regular meetings were established by the Director of User Services, and focused on topics including operating systems and new projects. Participants also received the opportunity to ask questions about ICIT projects.	
2015 Plans	ICIT will establish quarterly meetings with non-academic partners to offer general project and technology updates, and allow stakeholders to ask questions.	

8. Enhance the WhitePages to improve accuracy of searches and to bring the application up to the current standard of web services.

Initial Timeframe: Initiate in 2014		Source: ICIT, FP&M
2015 Status: In Progress	2016 Timeframe: Complete in 2016	

2016 Plans:	Will implement phase two of White Pages project, which includes an authenticated view that enables University employee to view information not readily available to public via the Whitepages. This authenticated view will provided a centralized information directory for the entire campus.
2015 Notes:	Implemented a new version of Whitepages application that provides users the ability to search Person and Department information and refined aesthetics. It also automated the Departmental Information gathering process by allowing Departmental representatives to input this information in the application in an efficient and streamlined manner. Initiated design and fact gathering process for phase two, which will include authenticated access to certain information. Soliciting input regarding information classification (public vs campus community vs staff only access).
2014 Notes:	Explored the option to retrieve Whitepages data for faculty, staff, and students, student organizations, departments and faculty and instructional staff profiles from a single source.
2015 Plans:	Implement a new version of the Whitepages that searches for faculty, staff, and students, student organizations, departments and faculty and instructional staff profiles from a single source.

9. Enhance support of Mac computers on campus.

Initial Timeframe: Added in 2014		Source: Campus Community
2015 Status: Completed		
2015 Notes:	Designated a member of the Workstation Management team to be responsible for Mac support. Provided training. Built fresh Yosemite image for instructional and office use. Made El Capitan available within two months of release by Apple.	
2015 Plans	Enhance Apple product support on campus. Designate a support personnel responsible for Apple products.	

10. Create new efficiencies by moving to cloud-hosted IT solutions.

Initial Timeframe: Added in 2015		Source: ICIT
2015 Status: In Progress		2016 Timeframe: Complete in 2016
2016 Plans:	Complete Touchnet migration to vendor hosting. Explore potential for vendor hosting of ImageNow system.	
2015 Notes:	Migrated 25Live system cloud-hosted system during winter of 2015.	

TIMEFRAME: COMPLETION 2016-2018

1. Complete storage consolidation plan for all files and application data stored on the campus servers.

Initial Timeframe: Initiate and complete planning in 2009		Source: Carried from 2008-2013 ITSP
2015 Status: In Progress		2016 Timeframe: Complete in 2016
2015 Notes:	Successfully decommissioned private and web student storage options. Reviewed the use of Fac/Staff storage accounts (427), and removed 353 inactive accounts. The remaining users are being transitioned to other solutions. Engaged campus in a “Spring Cleaning” campaign focusing on deleting personal items and unnecessary items stored on campus network.	
2016 Plans:	Complete sunset of Fac/Staff. Sunset Stori and the classroom storage to complete the transition.	

2014 Notes:	Reviewed a variety of storage offerings for unstructured data. Developed storage service roadmap and plan for consolidation as well as targeted several services for sunset.
2015 -2016 Plans:	<ol style="list-style-type: none"> 1. Revitalize process to proactively address G: quota of 70GB 2. Implement consistent process to archive G: folders upon employee separation 3. Research and develop a strategy to address H: folders ownership 4. Perform “Spring Cleaning” of the Network drives 5. Transition Class storage – (CA039, Physics) to Google 6. Develop automated process to create Class storage access accounts (2016). 7. Sunset Stori service : Transition recruitment materials to TAM, and Class storage to Google 8. Sunset FacStaff service 9. Sunset Web Storage for students Transition to Google 10. Sunset Stu Storage (Private) 11. Assure appropriate deprovisioning of accounts (2016)

2. Evaluate and redesign IT processes based on campus needs and ITIL guidelines.

Initial Timeframe: Initiated 2009		Source: Carried from 2008-2013 ITSP	
2015 Status: In Progress		2016 Timeframe: Complete in 2016	
2015 Notes:	<p>Reorganized Technology Support organization to clearly delineate the responsibilities between HelpDesk, Workstation Management, Asset Management and Tech Purchasing staff:</p> <ul style="list-style-type: none"> • Designated one purchasing agent responsible for all technology purchasing (hardware and software) • Designated Asset Manager as responsible for all technology tracking and inventory, including repurposing of computers. • Transferred responsibilities for computer imaging from TDC to Workstation Management team to align tasks with the pool of expertise. • Segregated Tier 1 Help Desk support from Advanced Troubleshooting functions with the goal of increasing the rate of first contact resolutions and reduce the number of customer appointments and time in the field to minimize disruption to customers. • Aligned Advanced Troubleshooting responsibilities with the Workstation Management Team. 		
2016 Plans:	<p>Achieve 50% first contact incident resolution rate. Implement approval process for incident escalation to Tier 2 technicians. Enable and promote self-service for service catalog items. Implement formal change management process.</p>		
2014 Notes:	<p>Improved incident tracking to reconcile incidents with service calls. Launched HPSM governance to develop and incorporate best practices for all support tiers.</p>		
2015 Plans:	<p>Improve quality measurement for help desk contacts, establish metrics and baseline. Define call and ticket monitoring practices. Implement workforce manager. Implement chat support. Clean up and stabilize ticket flow. Evaluate the use of a collaborative documentation platform (such as blogs) for central location of all T2 technician documentation</p>		
2013 Notes:	<p>Introduced the role of Incident Commander to improve ticket quality, escalation and speed of response. Evaluated the need/value for Knowledgebase self-service. Reviewed UW-Madison KB service, it will meet UWW needs.</p>		

2014 Plans:	Integrate Change & Problem management ITIL process into HP Service Manager modules. Expand Request Management process to allow users the ability to request other ICIT services online. ITIL problem management processes and SLA will be an area of focus for 2014.
2012 Notes:	ITIL change management processes were enhanced to improve quality of outage notification. Expanded service catalog capabilities offering additional hardware/software items to be purchased from catalog. ITIL problem management processes were not integrated internally in 2012. This will be an area of focus for 2013.
2013 Plans:	Integrate Change Management ITIL process into HP Service Manager modules. Integrate Problem management ITIL process into HP Service Manager modules. Expand Self Service Catalog offerings to campus allowing users with the ability to purchase hardware/software items and request other ICIT services online. Develop ticket quality survey and metrics using HP Service Manager to gauge overall campus help desk performance and areas for improvements.
2011 Notes:	Developed plans and process to implement Request Management ITIL process breaking out requests from incidents and developed automated work flows for ticket routing. Internally rolled out in 2011 with campus access in January 2012. Change management ITIL process to increase production migration notifications and deployment quality was not completed in 2011 and will be a focus for 2012.
2012 Plans:	Roll out Self Service Catalog to campus allowing users with the ability to purchase hardware/software items and request other ICIT services online.
2011 Plans:	Implement Change management ITIL process to increase production migration notifications and deployment quality. Implement Request Management ITIL process to segregate out requests from incidents and develop automated work flows for ticket routing.

3. Implement new Help Desk and IT services delivery system.

Initial Timeframe: Initiated 2009		Source: Carried from 2008-2013 ITSP, Educational Foundations
2015 Status: In Progress		2016 Timeframe: Complete in 2016
2015 Notes:	Initiated complete re-implementation of HPSM system based on recommendations. Solicited proposals and engaged an implementation partner. Conducted process analysis, aligned process with ITIL practices. Tailored and tested HPSM to address unique needs of UW-Whitewater. Reorganized Technology Support Center (TSC) HelpDesk to increase the rate of first call resolutions. Improved service and accelerated problem resolution by resolving issues remotely.	
2016 Plans:	Build out new product and service catalogs with the goal of providing self-service request management. Develop Knowledgebase articles for issues resolution for common problems.	
2014 Notes:	Reviewed HPSM set up in light of best practices, obtained recommendations for improvement	
2015 Plans:	Review CIs, redefine configuration items, present questions dynamically based on services. Each service owner will develop templates for most frequent issues based on call volume statistics. <ul style="list-style-type: none"> • Close feedback loop on ticket quality surveys using HP Service Manager. • Establish and implement SLAs 	
2014 Plans:	<ul style="list-style-type: none"> • Reorganize internal Knowledge Base by services to make searching and organization more effective and easier to use for TSC students 	
2013 Plans:	<ul style="list-style-type: none"> • Integrate change processes using HP Service • Integrate problem management processes using HP Service Manager 	

	<ul style="list-style-type: none"> Reorganize internal Knowledge Base by services to make searching and organization more effective and easier to use for TSC students
2011 Notes:	Built and rolled out Request management (including self-service purchasing catalog) using HP Service Manager internally. Knowledge Base was expanded significantly for internal use. Change and Request Management were not rolled out internally.
2012 Plans:	<ul style="list-style-type: none"> Evaluate if there is a need/value to roll out Knowledge Base self-service using HP Service Manager to campus Build and roll out Request management (including self-service purchasing catalog) using HP Service Manager to entire campus.
2010 Notes:	Implemented HP Service Manager March of 2010 to ICIT and campus college liaisons.
2011 Plans:	<ul style="list-style-type: none"> Build and roll out Change and Request Management processes using HP Service Manager Build and roll out to campus Knowledge Base self-service using HP Service Manager

4. Formalize best practices for workstation management and incorporate them in UW-Whitewater workstation architecture. These include:

a. Develop an appropriate strategy for workstations rights management.

Initial Timeframe: Added in 2009	Source: Carried from 2008-2013 ITSP
2015 Status: In Progress	2016 Timeframe: Complete in 2016
2016 Plans:	Define policies and guidelines for enabling workstation administrative rights.
2014 Notes:	Removed 97% of Windows XP computers from the environment by upgrading to Windows 7, replacing with new computers where upgrades were not possible, and surplus unneeded equipment. 3% (~15 computers) have limited rights and will be decommissioned in 2015.
2015 Plans:	Develop plan for managing administrative computer rights for faculty and staff. Reduce use of administrative rights on workstations in sensitive areas. Define policies and guidelines for enabling workstation admin rights.
2013 Plans:	Review end user rights to determine if reducing user rights on workstations would improve security without compromising essential functionality.
2011 Notes:	Identified need for a Tier 3 workstation engineering position to define standards for workstations, laptops and mobile devices.
2012 Plans:	Allocate Workstation engineering responsibilities to Tier 3, including plan to enhance security measures related to administrative access. Pilot link scanner and sensitive data search tools.
2010 Notes:	Enhanced security to reserve admin access for primary user only. Presented user-level access concept to appropriate governance groups. Made request to have volunteer offices serve as a pilot.
2011 Plans:	Initiate a pilot project; target offices where data security is important concern.
2009 Notes:	Limited workstation management rights on student workers workstations.
2010 Plans:	Develop and execute a strategy for managing rights on faculty and staff office computers and laptops.

b. Improve workstation performance and reliability. Ensure sustainability of lab and classroom software array.

Initial Timeframe: Added in 2012	Source(s): Carried from 2008-2013 ITSP, Languages & Literature, Information Technology & Business Education, Educational Foundations
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2015 Status: Completed	
2015 Notes:	<p>Finalized lab/classroom software upgrade process to include early distribution of base college images and lab-specific software information to tech liaisons for software upgrades decisions.</p> <p>Established deadline for “next semester” software requests that allows sufficient time for software acquisition, resolution of licensing-related issues, software bundling, testing and sign-off by tech liaison, and lab-wide deployment.</p> <p>Rebuilt group policy and based windows image to include windows updates.</p> <p>Reduced imaging time from 6-8 hours to under 30 mins.</p> <p>Eliminated key-chain issues from Mac computers to improve performance.</p> <p>Operationalize twice-a-year update for base image for Windows.</p>
2014 Notes:	<p>Improved reliability of deployed software packages. Defined collaboration with tech partners to achieve shared responsibilities for quality assurance (T2 test that application can open, academic areas test in-depth application performance, plug-ins, etc.). Streamlined software updating process.</p> <p>Implemented new overnight shutdown process to minimize impact on of software updates on classroom environment. Refined lab and classroom software and hardware inventory practices and services. Refined timelines for maintenance and consultations.</p>
2015 Plans:	<p>Continue streamlining software updating process: Refine SLA to include different upgrade scope for the Winterim (minor and necessary) and summertime (major enterprise and all academic software) upgrades.</p> <p>Refine enterprise software list.</p> <p>Provide software utilizations statistics.</p>
2013 Notes:	<p>Workstation software requests and consultation process was implemented and had noticeable success in the planning and deployment of software requests.</p> <p>ITIL change management processes were expanded to include workstation management area. A formal change management process for workstations was implemented.</p>
2014 Plans:	<p>Continue with the formalization of the software request and consultation process to include a formal request tool and specific request lifecycle.</p>
2013 Plans:	<p>Redefine workstation software request processes to provide clearly expectations for delivery, improved planning and align with industry best practices</p>

5. Upgrade all campus fiber optic cabling and network electronics to support 10 gigabit data transfers.

Initial Timeframe: Complete in 2013		Source: Carried from 2008-2013 ITSP	
2015 Status: In Progress		2016 Timeframe: Complete in 2017	
2015 Notes:	<p>Worked with architectural and engineering consultants to finalize the design.</p> <p>Assisted in formulating the bid documents. Recommended to limit the project to address inter-building fiber and perform intra-building fiber replacement in-house.</p>		
2016 Plans:	<p>Assist in evaluation of bid proposals and external fiber replacement project management. Initiate the internal fiber replacement project.</p>		
2014 Notes:	<p>Researched available edge equipment functionality, selected product, secured funding, procured and replaced switches in all academic and residential buildings. 200+ network switches encompassing over 9,000 network ports were deployed.</p> <p>Worked with the Campus Planner to develop and submit All-Agency project to replace campus fiber optic cabling.</p>		

2015 Plans:	Assist as needed in execution of All-Agency project to replace campus fiber optic cabling.
2013 Notes:	Worked with the Campus Planner to develop and submit estimates for All-Agency project to replace campus fiber optic cabling.
2012 Notes:	Switch stacks in Andersen, McGraw and Goodhue were updated to support 10Gb connectivity and to expand Power Over Ethernet (PoE) capacity. Inventory and planning for replacing remaining switches is in progress.
2013 Plans:	Scope the next phase of switch replacement and deploy next phase. Integrate planning for upgraded fiber optic cabling with campus master planning effort.
2011 Notes:	Upgraded data center infrastructure components to support additional 10Gb connectivity. Evaluated next generation switch models to determine power requirements with increasing prevalence of Power Over Ethernet (PoE) devices on campus.
2012 Plans:	Identify and prioritize key switch stacks for replacement in 2012-2013.
2010 Notes:	Adopted a revised per-port activation fee that will provide funding for further expansion of gigabit connectivity to the desktop and 10Gb connectivity between buildings.
2011 Plans	Begin phased acquisition of networking gear that allows 1GB desktop connectivity and 10GB building uplink capability. Phased purchase should be completed by the end-of-life of current network switching infrastructure in 2015.
2009 Notes:	Provided for 10GB connectivity to Hyland Hall and upgraded Data Center infrastructure to handle 10GB speed transmissions

6. Provide end-user technology inventory and aging information to facilitate appropriate and timely equipment replacement. End-user technology includes office and lab computers, laptops, printers, A/V equipment, and other non-infrastructure hardware.

Initial Timeframe: Complete in 2010	Source: Carried from 2008-2013 ITSP
2015 Status: In Progress	2016 Timeframe: Complete in 2016
2015 Notes:	Secured funding and replaced more than 40 aging classroom computers. Provided information for replacement of Mac computers
2016 Plans:	Provide information about aging Windows computers and printers.
2014 Notes:	Piloted ZENworks asset management. Deployment on hold until we reach 99% managed environment goal. Currently ICIT is tracking assets in HPSM based on procurement and equipment repurpose records. Equipment is tracked based on serial/model number, and includes who purchased the machine and whom it was purchased for, by college/dept. New system will track and monitor repurposed equipment, broken down by college/office, which follows lifecycle from initial owner to final user. Completed AV audit
2015 Plans:	Update records in ZENworks to improve accuracy. Deliver reports/metrics on procurement and repurpose records. Implement asset management module. Refine process of repurposing and disposing of systems, including a full record lifecycle.
2013 Notes	Provided computer hardware information to all areas of the campus to facilitate XP – related hardware retirement. Provided lab and classroom software installation details. Completed AV auditing and reporting for Heide. Currently all technology inventory and audit process audit is a highly manual process.
2014 Plans	ZENworks asset Management Module to be implemented in 2014 and will produce regular inventory reporting. The campus AV audit will be completed in 2014.
2012 Plans:	Process for inventorying PCs will be identified and started in 2012.

2010 Notes:	Inventory data was used in spring 2010 to identify and replace 6+ year-old computers used by instructors in 30% of instructional classrooms. PC lab& classroom inventory reports shared with L&S, including 5-year replacement plan. Macintosh inventory for labs and classroom equipment completed and shared with CoAC.
2011 Plans:	Office computers ownership data assessment will be completed, then matched with directory data for complete reporting. Develop classroom AV equipment inventory data.
2009 Notes:	Implemented computer inventory in labs and classroom. Using these data, a plan is being developed for a five-year replacement cycle for classroom computers. In Dec. 2009, ICIT initiated the deployment of inventory software to staff computers and laptops, with a mid-Feb. 2010 expectation of completion.
2010 Plans:	Develop inventory status reports and share with College administration. Completed in 2013

7. Implement a Business Continuity Plan for Technology Infrastructure.

Initial Timeframe: In Progress	Source: Carried from 2008-2013 ITSP
2015 Status: In Progress	2016 Timeframe: Complete in 2016
2015 Notes:	Additional storage for email replication was funded and acquired.
2016 Plans:	Complete and implement Business Continuity Plan for Technology Infrastructure of campus.
2014 Notes:	Researched available data replication technologies, architected a solution, secured funding, procured equipment and necessary data storage. Identified a Business Continuity partner site (UW-Platteville). Installed redundant equipment, successfully replicated all file storage and Student Records data. Established off-site storage for back up of critical data, such as Student Records, Staff email and Active Directory and procedures for delivering snapshots of our backups to this location on a regular basis.
2015 Plans:	Secure additional funding, procured necessary data storage and replicate email and other critical systems data.
2013 Notes	Participated in UW System audit on backup and disaster recovery and identified the need to improve offsite backup capabilities and define formalized backup policies and procedures.
2014 Plans	Establish offsite vaulting with external vendor and formally document backup policies and procedures.
2012 Plan:	Participate in campus COOP activities as needed.

8. Develop Self-Service functionality and workflow for common IT services.

Initial Timeframe: Added in 2011	Source: Carried from 2008-2013 ITSP
2015 Status: In Progress	2016 Timeframe: Complete in 2016 - 2017
2015 Notes:	Determine to use functionality of HPSM after upgrading to 9.0 version. Reviewed all services, developed a template. Developed workflow for technology purchasing.
2016 Plans:	Implement HPSM 9.0 including Service Catalog. Encourage customers to submit all service requests thru the catalog to improve time-to-fulfillment.
2014 Notes:	Explored developing user-friendly front-end to a various Service request processes (RMs) in Help Desk software.
2015 Plans:	Identify frequently used processes, develop user-friendly front-end to requests for service.
2012 Notes:	Deployed self-service functionality to request guest access, to select privacy levels for photo sharing and to request email quota increases. Deployed IVR functionality for account verification and password resets.

2013 Plans:	Automate process for account deactivation and archive and provide workflow to request storage quota increases.
2011 Notes:	Deployed Novell User App technology to enable workflow for IT services. Offered opt-in for IronPort spam filtering for staff and Warhawk For Life email for students through this technology.
2012 Plans:	Deploy Guest Access request, privacy level for photo sharing, and email quota increase request

ONGOING

1. Expand the UW-Whitewater wireless network to extend across all of campus and throughout all campus buildings.

Initial Timeframe: Complete in 2011		Source: Carried from 2008-2013 ITSP	
2015 Notes:	Wireless infrastructure expanded in areas used by athletics.		
2016 Plans:	Determine any remaining gaps in coverage and deploy additional access point as needed.		
2014 Notes:	Research, recommended, secured funding and procured Cisco ISE for authentication of wireless devices on the campus wireless network to enhance the process of onboarding, managing, and monitoring. Expand wireless coverage into athletic facilities.		
2015 Plans:	Deploy Cisco ISE solution for authentication of wireless devices on the campus wireless network to enhance the process of onboarding, managing, and monitoring them. Continue to expand wireless coverage into athletic facilities. Conduct survey in the Library, deploy wireless access point according to the findings.		
2013 Notes:	Recognized and worked to address periodic service issues with campus wireless service relating to a large increase in the number of personally owned consumer devices configured to interact with the campus wireless network. Removed support for older wireless standards to preserve capacity and manage the large increase in devices. Submitted Student Technology Fee proposal for wireless expansion and additional technology infrastructure to assist in managing continued growth in the number and type of personal wireless devices on campus.		
2014 Plans:	Deploy a new system for authentication of wireless devices on the campus wireless network to enhance the process of onboarding, managing, and monitoring them.		
2012 Status: On schedule		2013 Timeline: Transition to on-going service	
2012 Notes:	Continued expansion of indoor and outdoor wireless coverage and upgrades to Clean Air technology. Deployment of wireless access points into renovated buildings including Fischer and Laurentide Halls.		
2013 Plans	Expand wireless coverage in the following areas: Winther (1 st and 2 nd floor) Hyland (Floors 1-3) Andersen (Floors 2-3) Upham (Floors 1-2) Heide (First floor) Hyer (3 rd floor) Bookstore (Both levels)		

2011 Notes:	Continued expansion of indoor and outdoor coverage and upgrade of existing access points to 802.11n. Started implementation of Cisco “Clean Air” access points that limit interference with other radio sources.
2010 Notes:	Continued expansion of indoor and outdoor coverage. Upgraded to 802.11n coverage in many high-traffic areas.
2011 Plans:	Survey campus for remaining areas where coverage is insufficient. Submit requests for enhancement and continue expansion / service enhancement as funding allows.
2009 Notes:	Extended coverage to outdoor areas.

2. Promote awareness of specific, new or underutilized technologies available at UW-Whitewater.

Initial Timeframe: Ongoing		Source: Carried from 2008-2013 ITSP, CoEPS
2015 Notes:	<p>Developed and implemented a plan to grow ICIT social media presence on campus in an effort to better promote IT-related services and initiatives to UW-Whitewater students. Gained 59 new Twitter followers in 2015. Facebook followers fell short of 2015 goal. Re-launched ICIT technology blog for students in fall of 2015.</p> <p>Maintained updated content to create more robust FAQ sections on ICIT’s website to provide improved information on campus IT initiatives. New features such as outages calendar and banner promoting social media added to ICIT website in an effort to better communicate, and offer additional, communication options to students and employees.</p> <p>Redesigned Connect-IT Newsletter using upgraded Listserv capabilities and ability to collect readership analytics. Began advertising new and underutilized technologies to public via a new marquee in Helpdesk office.</p>	
2016 Plans:	<p>Revise plans to generate growth for ICIT social media accounts to improve overall performance.</p> <p>Assess current outreach methods to assess areas of improvement.</p> <p>Conduct in-person outreach to departments, committees, student organizations and other groups in order to improve awareness of available technology solutions.</p>	
2014 Notes:	<p>ICIT launched a redesigned website that improves usability, access to technology initiatives, and information campus technology services. The new site is intended to be used – in part – as a means to showcase new web capabilities that are now available to other UWW offices and colleges.</p> <p>Developed a “Welcome to Whitewater” guide for new students outlining campus technologies and ICIT services. Increased attendance of the annual Tech Open House from 107 (2013) to 126 (2014). Finished ICIT technical training design.</p>	
2015 Plans:	<p>Focus on refining new website to help improve usability and improve communication capabilities. Develop a branded template for ConnectIT newsletters. Focus on efforts to grow ICIT Facebook page to over 250 followers. Expand collaboration with other departments and colleges – potentially through Department Chair Meetings - to find new means of cross-promoting new and underutilized technologies such as Jabber. Rollout new standard Revamp student technology section of ICIT website.</p>	
2012 Notes:	<p>Established relationship with Royal Purple. (Article about Mobile Apps was published in 11/14 edition).</p> <p>Added a weekly promotion in Whitewater this Week for ICIT training.</p>	

	Began introducing a new ICIT logo via Connect IT and various publications, plan to campaign the logo when the new website is launched.
2013 Plans:	Focus promotions on new design of the ICIT website, a hub for all things ICIT. Develop a document featuring essential ICIT services for new employees/students, and feature on the ICIT website. Promote use of VPN and mobile web.
2011 Notes:	Utilized alternative communication channels to promote technology including: posters and flyers, tabletop tents, digital signage, email, and in-person meetings. Updated design for ConnectIT Newsletter Added UW-Whitewater this Week to communication options. Grew number of Twitter followers from 50 to 150, including “retweet” regulars (ResNet, Cobe, and LTC). Doubled attendance at Technology Open House through intensified marketing, including cross-promotion at other orientation events and training (125 attendees). LTC Blog used to automatically feed updates via Facebook and Twitter.
2012 Plans:	Social network task force; streamline blog posts to automatically Tweet; redesign ConnectIT for mobile.
2010 Notes:	Promoted awareness of technologies using several channels. <ol style="list-style-type: none"> 1. ConnectIT email – Regularly communicated TSC developments, promotions and service levels through ConnectIT; developed and executed flashdrive promotion to encourage Self-Serve usage. 2. Campus bulletin board, ICIT Web site, Campus Calendar – promoted awareness of numerous initiatives including Online Syllabi, iTunes U, GoogleDocs, ongoing training opportunities, Second Life, Mac OS-10.6 upgrade, Windows 7/Office 2010 initiative, special HD hours, launch of Twitter, expanded Campus Calendar, revised purchasing procedures, new Adobe release, and more. 3. Plan it Purple presentations to more than 1,000 parents June –July. 4. Technology Open House – 60+ faculty and staff. 5. Classified Connection – presented at two sessions “What’s new in ICIT.”

3. Address campus needs for collaboration technology.

Initial Timeframe: Start in 2012		Source: Carried from 2008-2013 ITSP, Educational Foundations, Sociology, Anthropology & Criminal Justice
2014 Status: In Progress		2015 Timeframe: Transition to ongoing
2015 Notes:	WebEx documentation was updated due to the latest update and Student WebEx documentation was created. Jabber and WebEx were promoted at ICIT’s Technology Open House.	
2016 Plans:	Instructor needs regarding collaborative technology will be gathered in a spring 2016 survey. Data will be analyzed and key findings will be applied to related projects (e.g., the Instructional Facilities Training Center) or explored through new initiatives, depending on need.	
2014 Notes:	Created documentation for WebEx, Cisco Jabber, VoIP Phones, and other collaborative technologies - new documentation was then posted to ICIT website for campus-wide use. Provided live (F2F) training for all collaborative technologies for staff and faculty. Transition Wikis platform, which allow user to collaborate on online documents, and keep track of page changes to Confluence.	

2015 Plans:	Complete documentation updated for all collaborative technologies. Investigate methods to promote and increase staff utilization of Cisco Jabber and WebEx technologies.
2013 Notes:	Implemented the following technologies to support collaboration: <i>WebEx</i> – web and video conferencing solution, which enables users to meet with colleagues anywhere in the world using an internet connection. Cisco Jabber, which allows campus staff to send message instantly, and more easily manage phone calls and voicemails. Google Apps for Education, which allows users to create, share, and access documents from any computer, tablet, or mobile device connected to the internet. VoIP, which enables unified communication and along with providing voice communications, is integrated with email and Cisco Jabber.
2014 Plans:	Create training and documentation for Cisco WebEx, Jabber and other collaborative technologies. Implement live training modules for new collaborative technologies. Explored methods to incorporate training and documentation into newly redesigned ICIT website.
2012 Notes:	Hired a person with responsibilities for collaboration technologies.
2013 Plans:	Understand the types of collaboration campus community is involved in and match existing or emerging tools to the campus needs
2012 Plans:	Identify the needs and the opportunities for collaboration among members of the campus community. This includes task forces, committee and project group consisting of broad representation across campus. Recommend tools to support collaboration.

VI. PROFESSIONAL DEVELOPMENT

“Advancement of IT Literacy skills for all UW-Whitewater employees.”

TIMEFRAME: COMPLETION IN 2015-2016

1. Offer Mac-Specific Office workshops.

Initial Timeframe: Added in 2014		Source: Educational Foundations
2015 Status: Completed		
2015 Notes:	Promoted self-service for Mac-Specific office needs by directing users to Lynda.com.	
2014 Notes:	Introduced Lynda.com to campus as an additional self-service resource.	
2015 Plans:	Enable students, staff, and faculty to access self-service training modules on Office 2011 for Macs through the UWW website links to Lynda.com. Promote the service.	

(Note: The following projects, #2 and #3, were a single project in previous iterations. They were split due to divergent timeframes and focus.)

2. Assist administrative units around the campus in production of training videos for students and employees.

Initial Timeframe: Added in 2014		Source: Campus Police, Financial Aid
2015 Status: Completed		
2015 Notes:	Assisted Room Reservations office with creating an instructional video for the 25Live room reservation system, implemented on campus in 2015. Developed introduction video for WINS Mobile App.	
2014 Notes:	Assisted Registrar’s office with creating a Grade Change process training video.	

2015 Plans	Provide training on self-service video production options including <i>Show and Share</i> and <i>WebEX</i> , which allow users to easily capture and share videos. Provide access to LTC video studio and assist with video production as needed.
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3. Introduce a “badging” reward system or certificate for completing the training.

Initial Timeframe: Added in 2014		Source: Campus Police, Financial Aid
2015 Status: In progress		2016 Timeframe: Complete in 2016.
2015 Notes:	A 2015 D2L upgrade was expected to include functionality that would enable a badging system on campus. The upgrade did not include expected functionality.	
2016 Plans:	Explore technical aspects of badging system and ability to leverage existing campus technologies. Determine structure and incentives for badging system	
2014 Notes:	Investigated assessment tools that enables badging for those who complete training modules. Assisted Registrar’s office with creating a Grade Change process training video.	
2015 Plans	Explore badging options, including systems already used on campus such as www.meritpages.com along with as other sources.	

4. Develop a process of requiring Security Training before granting access to student records.

Initial Timeframe: Added in 2014		Source: Registrar
2015 Status: Completed		
2015 Notes:	Created and deployed security training for students in the Registrar’s office.	
2014 Notes:	Designed, implemented, and tested IT security training module using D2L. Piloted program with 21 campus staff.	
2015 Plans:	Consult Human Resources & Diversity to assess feasibility of implementing mandatory IT security training for all newly hired campus employees. Explore adding customized IT security training modules for specific positions/departments overseeing personally identifiable information, personal health information, and/or sensitive financial information.	

TIMEFRAME: COMPLETION IN 2016-2018

1. Develop standards for minimum core competency in technology for administrative staff. In collaboration with HR, integrate these standards into the institutional training program. Where appropriate, incorporate these standards into hiring, annual staff evaluation, and review processes.

Initial Timeframe: Initiated in 2009		Source: Carried from 2008-2013 ITSP, FP&M
2015 Status: In Progress		2016 Timeframe: Complete in 2016
2015 Notes:	Created and deployed a “New Employee IT Training” D2L course site. Additionally, a handout was developed for new employees on the available technologies at UWW. The Technology Support Center Helpdesk integrated these resources into their new employee onboarding process. Contacted Human Resources & Diversity and discussed incorporating standards into onboarding process.	
2016 Plans:	Create formal proposal and reintroduce to HR&D office. Identify strategies for minimum core competency in technology for administrative staff.	
2014 Notes:	Developed a new visual approach to help members of campus community make effective choices when selecting technology tools and services. This includes developing matrices to guide appropriate use of technology, and posting them to the ICIT website for easy access. In 2014 developed matrices for file storage and guest access. Produced Cisco WebEX, Jabber, VoIP, Telepresence, and Google Apps for Education documentation and training materials for University staff. Restructured access to best practices.	

2015 Plans:	<ol style="list-style-type: none"> 1. Coordinate with Human Resources & Diversity staff to implement technology training program as required course for all new employees and student workers on campus. 2. Survey Department heads for feedback on skills they feel employees need to be efficient. 3. Create certification system for core competency standards 4. Develop Microsoft Office and Excel core competency standard for new and existing staff. 5. Create and implement an employee technology training program for Helpdesk employees. 6. Update documentation and promotion of live training to all campus staff and faculty.
2014 Plans:	Complete employee IT training program proposal, work with HR to validate curriculum, implement program with certificate/badging component.
2012 Notes:	Revised ICIT training program content and session delivery. Developed new approach to communicating training opportunities to ensure administrative staff is aware of their availability. Significantly increased training session attendance. Survey put on hold.
2011 Notes:	Explored existing training modules for re-deployment to new employee orientation, i.e. new student orientation (TechQuest) and non-traditional student training. Assisted Classified Connection with training needs assessment survey for current staff.
2010 Notes:	With Advising Office, developed a set of standard Excel skills. Trained new and current advising staff on these standards.
2011 Plans:	Initiate planning with HR to develop plan for assessing base line for core competencies. With HR, develop testing methodology for staff, with recommended skill minimums and training options. Survey department heads for additional feedback on types of skills needed in their units.

ONGOING

1. Develop practices and documentation to provide guidance in the appropriate use of available technologies.

Note: <i>This project was transferred to ongoing in the 2015 iteration.</i>	
Initial Timeframe: Initiated in 2009	Source: Carried from 2008-2013 ITSP, CoBE, FP&M, CoEPS, Art & Design
2015 Notes:	<p>Created a matrix for storage, assisting users in understanding the differences between Google Drive and network storage.</p> <p>Explored production of training videos on ICIT services. Determined the strategy to not be viable in most circumstances due to the workload needed for production and how quickly technologies change due to updates. Written documentation and workshops on ICIT services were offered to faculty and staff, as well as individualized 1-1 consultations as requested.</p> <p>Continued promoting Lynda.com as a training resource by placing posters around campus, providing workshop attendees a handout about Lynda at the close of sessions, and advertising the service on the D2L.</p>
2016 Plans:	Continue to update/create documentation and offer workshops that assist staff in utilizing available technologies.
2014 Notes:	<u>Faculty/Inst. Staff:</u> Restructured access to best practices materials by linking the information from the appropriate service pages on ICIT website. Created library of short training videos (including intermediate to advanced level instruction on

	<p>software and applications) and documentation as a resource for faculty (CoBE) (Art&Design).</p> <p><u>Administrative Staff:</u> Developed a new visual approach to help members of campus community make effective choices when selecting technology tools and services. This includes developing matrices to guide appropriate use of technology, and posting them to the ICIT website for easy access. In 2014 developed matrices for file storage and guest access. Produced Cisco WebEX, Jabber, VoIP, Telepresence, and Google Apps for Education documentation and training materials to accommodate University staff with inflexible schedules. To address computer literacy, introduced Lynda.com to staff for self-serve training on technology. Training documentation updated and continuous live training being offered for widely utilized software packages such as Office 2013 (FP&M).</p>
2015 Plans:	<ol style="list-style-type: none"> 1. Create new matrices guiding appropriate technology use for remaining and newly implemented ICIT services. 2. Produce video training courses on ICIT Services and post to UWW website for easy, 24/7 access by staff and faculty. 3. Continue promoting Lynda.com as a training resource for common business technologies. 4. Wiki will house information from Community of Practice for easy access.
2010 Notes:	<p>Faculty/Inst. Staff - Formalized "Best Practices" wiki pages for learning technology. LTC launched online "Best Practices" series which provides a one-stop-shop approach for learning technology support (e.g., training information, documentation, and video clips) related to a particular technology tool. The first "Best Practices" web page focused on "Clickers" and featured a video faculty testimonial advocating clickers in the classroom (see: http://geturl.uww.edu/Osg) Other topics include D2L Rubrics, Blogs and D2L ePortfolios.</p> <p>Administrative Staff – developed documentation for VPN, allowing users access to campus resources from remote locations, developed documentation and training related to MeetingPlace conversion to WebEx, and developed documentation and training materials for Telepresence.</p>
2009 Notes:	<p>For faculty and instructional staff LTC is developing online resources and suggestions to help faculty utilize technology for teaching and learning, including digital storytelling, Second Life, and other technologies.</p> <p>For Administrative staff developed and published materials for use of new PeopleSoft WINS, the new Events Calendar, Adobe Acrobat, MS Word and Excel, Outlook Email and Calendar, and Remote Access connectivity tools. A section of the web site is targeted information for new Faculty and Staff.</p>