

UPDATE: JANUARY 2010

2008 IT STRATEGIC PLAN

IMPLEMENTATION GOALS

GOALS DOCUMENT AUTHORIZED: JANUARY 20, 2009
2009 UPDATES ADDED: JANUARY 15, 2010

ALIGNMENT

Each implementation goal is directly related to a University Strategic Goal, ITSP key commitment, or carried forward from the 2004-2008 ITSP, as noted. The items in parenthesis following each goal statement indicate areas of alignment. Items in **bold** indicate the primary area of alignment.

2008 ITSP Key Commitments:

- A. Academic Technology Services
- B. Operational Technology Services
- C. Student Technology Services
- D. Technology Infrastructure
- E. Development of Technology Literacy

UW-W Campus Strategic Plan Areas:

- I. Programs & Learning
- II. Educator-Scholar Community
- III. Diversity & Global Perspectives
- IV. Regional Engagement
- V. Professional & Personal Integrity

2004 ITSP Components

- E-Learning
- Network Infrastructure (NetInfra)
- Operational Effectiveness (OpEff)
- Professional Development (ProDev)
- Access & Communications (AccComm)

CAMPUS INITIATIVES

TIMEFRAME ONE YEAR OR LESS

1. Expand resources and develop programs to support the advancement of the IT literacy skills of both administrative and academic faculty and staff. (E, A, B; I,II,V)
 - a. Establish a process to regularly assess the needs of faculty and academic staff. Develop a plan for delivery of training using a variety of means in addition to Face-to-Face workshops. This

includes synchronous approach with web-conferencing technology, and a variety of asynchronous methods. (E, A, B)

Initial Timeframe:	Initiate in 2009		
2009 Status:	Partially Completed	2010 Timeframe:	Complete in 2010
2009 Notes:	<p>Summer 2009 faculty development workshop, which focused on design of online and hybrid courses and use of technology for teaching and learning, for the first time blended 8 days of face-to-face instruction with online components. 16 participants from L&S, CoED and CoAC. Starting in fall 2009, the LTC offered training in webinar and online formats.</p> <p>The plan to deliver training for admin staff using multiple strategies has been developed. Training videos and podcasts (asynchronous strategy) are delivered through iTunesU. Promotional activities have been developed, including Twitter. Needs assessment is being conducted through participation at Classified Connection meetings, meetings with departments, and workshop surveys.</p>		
2010 Plans:	<ol style="list-style-type: none"> 1. Newsletter to promote training and obtain feedback. 2. Needs assessment for synchronous web conferencing with administrative offices 3. Establish a process to regularly assess the needs of faculty and academic staff 		

- b. 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. (B, E; ProDev 1, a.)

Initial Timeframe:	Initiate in 2009		
2009 Status:	Carried to 2010	2010 Timeframe:	Initiate in 2010
2009 Notes:			
2010 Plans:	Initiate planning with HR		

- c. Develop practices and documentation to provide guidance in the appropriate use of available technologies. (E)

Initial Timeframe:	Initiate in 2009		
2009 Status:	In Progress	2010 Timeframe:	Continue in 2010
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 on the training web site and iTunesU video podcasts 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. Workshops on iTunesU and Twitter explain how to best make use of the new training services and how to learn of the latest additions. A section of the Training web site is targeted information for new Faculty and Staff.</p>		

2. Institute a program to cultivate campus-wide awareness of emerging technologies through facilitated exploration, demonstrations, seminars and workshops, capitalizing on the knowledge and expertise of our faculty, staff, and students from across campus. (E; I,II,V)

Initial Timeframe:	To initiate in 2009		
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2009 Status:	Initiated	2010 Timeframe:	Continue in 2010
2009 Notes:	Working jointly with the Learn Center LTC offered workshops, participated in the reading / discussion club, and presented emerging technologies at lunch sessions to showcase faculty uses of emerging technologies. Two joint presentations to showcase emerging technologies took place at the July D2L Fusion conference (LTC with David Reinhart and James Hartwick).		
2010 Plans:	Will be investigating other channels including faculty advisory group.		

3. Develop a plan for integrated video architecture to support instruction, communication and training. This plan will identify methods of video capture, production, and distribution that will be supported on campus; define responsibilities for providing this support; specify requirements for equipment, facilities, and infrastructure; outline basic- and advanced-level training programs; and identify additional support available through internal and external partnerships. (A, B, D, E; I,III,IV)

Initial Timeframe:	Initiate and complete planning in 2009		
2009 Status:	Changed approach In Progress	2010 Timeframe:	Complete planning in 2010
2009 Notes:	Due to rapid changes in video technology and consolidation / change in the market, it is not currently practical to develop a multi-year implementation plan for integrated video architecture. Instead the campus will be evaluating / piloting components of the infrastructure as appropriate technology becomes available and cost-effective, with focus on flexibility and scalability. In 2009 iCIT and CoBE piloted a video capture technology – Podcast producer from Apple. iCIT researched video transcoding component, submitted proposal for Strategic Initiative. iCIT researched and acquired inexpensive bulk storage, providing future platform for a cost-effective means of storing video.		
2010 Plans:	Develop a campus-wide approach to video storage, access and archiving NEW 1-3 Year Major Project #16: Implement video transcoding technology		

4. Develop a campus plan for mass communication to campus audiences. This plan will address the need for improvements in the targeted delivery of messages, the presentation of structured information such as events and announcements, and the quality of published content. (A, B, C, D; AccCom 7; I,III,IV)

Initial Timeframe:	Initiate and complete planning in 2009		
2009 Status:	Change in approach In Progress	2010 Timeframe:	Complete planning in 2010
2009 Notes:	Components of the campus communications were identified and prioritized. Priority 1: Deploy Events Calendar – Completed . Priority 2: Enhance Campus announcements		
2010 Plans:	NEW 1-3 Year Campus Initiative: Enhance Campus announcements		

5. Address the need for research support, particularly in the areas of statistical analysis and preparation of materials for publication. (A; II)

Initial Timeframe:	Initiate in 2009		
2009 Status:	In progress	2010 Timeframe:	Continue in 2010
2009 Notes:	Gained knowledge of a qualitative analysis software (NVivo 8). About 8 faculty have bought this software and training will be offered upon request. Offered SPSS training. Offered statistical software training workshops to faculty taught by an instructor		
2010 Plans:	LTC will collaborate with the Learn Center and Grants Office to investigate other		

	ways to support faculty research, including seeking grant funding to support research and publish scholarly articles and present at conferences.
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6. Pilot technologies that will enable faculty members to engage in instruction and other student and peer contact activities from remote locations. (A; I,II, III,IV)

Initial Timeframe:	Initiate in 2009		
2009 Status:	In Progress	2010 Timeframe:	Continue in 2010
2009 Notes:	Piloted MeetingPlace Web Conferencing and Second Life.		

7. Implement PeopleSoft Student Administration release 9.0. (B; I,V)

Initial Timeframe:	Complete in 2009		
2009 Status:	Completed	2010 Timeframe:	None
2009 Notes:			

8. Develop and begin implementation of a storage consolidation plan for all user files and application data stored on the campus servers. (D; I)

Initial Timeframe:	To initiate and complete planning in 2009		
2009 Status:	Carried to 2010	2010 Timeframe:	Initiate and complete planning in 2010
2009 Notes:	Were not able to launch due to the departure of key staff member		

9. Construct state-of-the-art video conference classroom to support distance education programs.(A, D; I,III)

Initial Timeframe:	To complete in 2009		
2009 Status:	Completed	2010 Timeframe:	None
2009 Notes:			

10. Develop a plan and a funding model for Community Area Network. (D; IV)

Initial Timeframe:	To initiate and complete planning in 2009		
2009 Status:	Completed	2010 Timeframe:	Implementation
2009 Notes:			
2010 Plans:	NEW 1-3 Year Major Project: Fiber will be obtained through Wiscnet partnership. CAN will include Tech Park		

11. Implement the Emergency Communication Plan developed by the chancellor's staff. (B; I)

Initial Timeframe:	Complete in 2009		
2009 Status:	In Progress	2010 Timeframe:	Complete in 2010
2009 Notes:	Fire Alarm Integration Completed. 2010: IP Speaker deployment		

12. Implement Connection for Life service for all alumni. (C; IV)

Initial Timeframe:	Initiate and complete in 2009		
2009 Status:	Mostly completed	2010 Timeframe:	Complete in 2010
2009 Notes:	Brand: Warhawk4Life. Alumni, Emeriti email framework established in GoogleApps		
2010 Plans:	Transition existing Alumni and Emeriti email to GoogleApps. Working with Alumni Office and Registrar, develop a process to enroll additional alumni		

13. Formalize engineering best practices for infrastructure technologies and develop a plan to incorporate them in infrastructure architecture. (D; I) These include:

a. Server consolidation and virtualization. (D)

Initial Timeframe:	Complete planning by December 2009		
2009 Status:	Completed	2010 Timeframe:	Transition to NEW 3-5 yr Initiative (4 a.)
2009 Notes:	Server consolidation completed. Server virtualization infrastructure in place, with over 70 virtual servers. iCIT continues to reduce capital and energy costs through server virtualization with the conversion of approximately 20 physical servers to virtual servers over the last year. The rest will be virtualized through hardware replacement cycle.		

b. Redundancy of critical systems and functions. (D)

Initial Timeframe:	Complete planning by December 2009		
2009 Status:	Partially Completed	2010 Timeframe:	Complete planning by December 2010.
2009 Notes:	<p>Identified critical systems and assessed current methods of redundancy</p> <p>Campus Website - Partially redundant. Web operations can be manually migrated to alternate servers in Madison.</p> <p>Campus Network Connectivity - Partially redundant. Campus network uplinks are redundant but run in cable pathways that are not physically isolated from one another. Campus has a single physical connection to the Internet.</p> <p>Campus Email System - Locally redundant. All components have locally redundant elements. No offsite redundancy exists for this system.</p> <p>Phone Connectivity (Centrex / VoIP). Partially redundant – VoIP call management infrastructure consists of multiple redundant servers. Centrex service is not redundant and cannot reasonably be made redundant.</p> <p>File Storage Infrastructure - Partially redundant – Servers providing access to administrative file storage are locally redundant, as well as the enterprise storage where the data resides. Academic file storage is not redundant.</p>		
2010 Plans:	<p>Campus Website - Review in 2010 to increase automated fault tolerance.</p> <p>Campus Network Connectivity. In 2010, iCIT will evaluate to see if redundancy can be added to Internet connectivity in a cost-effective manner.</p> <p>Campus Email System . In 2010, iCIT will explore approaches to make portions of our campus email infrastructure redundant.</p> <p>Phone Connectivity (Centrex / VoIP). Partially redundant – In 2010, iCIT will explore options for phone connectivity during times of campus network outage. Centrex service is not redundant and cannot reasonably be made redundant.</p> <p>File Storage Infrastructure. In 2010, iCIT will examine changes to file storage infrastructure to increase redundancy as well as consolidate services.</p>		

c. Service availability and problem/event monitoring, logging, and appropriate notification. (D)

Initial Timeframe:	Complete planning by December 2009		
2009 Status:	Partially Completed	2010 Timeframe:	Transition to NEW 3-5 yr Initiative (4 b.)
2009 Notes:	Identified current monitoring practices and areas of deficiency. Current practices: Basic server / device availability or accessibility Service availability and responsiveness for a limited set of services (web sites, email queues, etc).		

	Identified enhancements: Ability to monitor a greater span of services and to provide alerting based on defined performance thresholds. Ability to provide aggregated reporting and trend analysis in order to tie server / service availability to service level agreements. Initiated 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 .
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- d. Implementation of firewalls and other security measures to assure infrastructure integrity. (D)

Initial Timeframe:	December 2009		
2009 Status:	Completed	2010 Timeframe:	Transition to NEW 3-5 yr Initiative (4 c.)
2009 Notes:	Deployed campus perimeter firewall, firewall for workstations, and Data Center firewall. Migrated 50% of servers. Remaining servers will be migrated as hardware being replaced.		

- e. Incident handling processes. (D)

Initial Timeframe:	December 2009		
2009 Status:	In Progress	2010 Timeframe:	Complete in 2010
2009 Notes:	Implemented security event recognition, including automated recognition of mass email Trojans and certain common malware propagation attempts. Plan to automate incident handling processes through implementation of the Modern Service Desk project.		

TIMEFRAME ONE TO THREE YEARS

1. Implement plan for mass communication to campus audiences (see Year 1). (A, B, C, D, E; I,III,IV)
 - a. Implement a campus events calendar system, leveraging existing tools, such as Resource 25, if possible. (B, D, A, C. OpEff 5, d.)

Initial Timeframe:	Initiate and complete in 2009		
2009 Status:	Completed	2010 Timeframe:	
2009 Notes:	Acquired and deployed campus events calendar		

- b. Develop a training program for content publishers focusing on identifying audiences, clarifying messages, and presenting messages using effective, high-value content targeted at the appropriate audience. (E; ProDev 2, b.)

Initial Timeframe:	Initiate in 2009, complete in 2011		
2009 Status:	On schedule	2010 Timeframe:	Continue in 2010, complete in 2011
2009 Notes:	Training for event calendar publishers was developed.		
2010 Plans:	2010: Orientation for event calendar publishers is planned, to ensure consistent approach and processes 2010-2011: Develop an offer training for web site content publishing		

- c. Develop technology, policy, and training to foster improvements in the accuracy and timeliness of website content. (D, E; AccCom 7, b.)

Initial Timeframe:	Initiate in 2009, complete in 2011		
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2009 Status:	On schedule	2010 Timeframe:	Continue in 2010, complete in 2011
2009 Notes:	New web content management system was purchased		

- d. **NEW Added in 2009:** Research and implement solution to enhance campus announcements

Initial Timeframe:	Added in 2009		
2009 Status:	Need identified	2010 Timeframe:	Initiate in 2010, complete in 2011
2009 Notes:	From CI Planning Effort (4) in 2009		

2. Identify and adopt campus-wide solutions and policies for document imaging and electronic document management. (B, A; I,V)

Initial Timeframe:	Initiate in 2009, complete in 2011		
2009 Status:	On schedule	2010 Timeframe:	Continue in 2010, complete in 2011
2009 Notes:	Proposal for identifying campus-wide solution has been developed		

3. Assess our capabilities for retrieving and consuming institutional data. This will include evaluation of technologies such as data warehousing and reporting tools, as well as evaluation of where and how these tools are used. (B, D, A; I,V) Recommend improvements if necessary.

- a. Enable departments to access necessary HR information and other employee data, such as title, appointment type, base salary, FTE, appointment period, etc. (B; OpEff 4, e.)

Initial Timeframe:	Complete by 2011		
2009 Status:	Not started	2010 Timeframe:	Complete by 2011
2009 Notes:	Awaiting Common UWS HRS deployment		

- b. Enhance the Reporting Data System warehouse as necessary. (D; AccCom 2, a.)

Initial Timeframe:	Initiate in 2009		
2009 Status:	In Progress	2010 Timeframe:	Continue in 2010, complete in 2011
2009 Notes:	Day-old replica of production data is made available for information retrieval		
2010 Plans:	Assess additional needs		

- c. Develop and deliver reporting and query publishing tools training and documentation for data custodians. Enable Data Custodians to develop queries and reports for their own use as well as for the use by their customers. (E; AccCom 2, c.)

Initial Timeframe:	Initiate 2009		
2009 Status:	In Progress	2010 Timeframe:	Continue in 2010, complete in 2011
2009 Notes:	Developed special reports for CSD and L&S, saving 200 hrs/yr (\$5,000/yr)		
2010 Plans:	New release of Hyperion software scheduled for February- 2010		

- d. Develop and deliver training and documentation for campus staff, covering the access and interpretation of predefined queries and reports. (E; AccCom 2, d.)

Initial Timeframe:	Initiate 2009		
2009 Status:	Ongoing , by functional areas	2010 Timeframe:	Continue in 2010
2009 Notes:			
2010 Plans:	Registrar's office will be delivering the training for access to student data		

4. Evaluate and implement tools for automating workflow processes. Assess the need for a centralized resource, such a campus business analyst, to assist with the process analysis necessary to realize the potential of workflow automation. (A, B, C; I,V)

Initial Timeframe:	Initiate 2010		
2009 Status:		2010 Timeframe:	Initiate 2010
2009 Notes:			

- a. Evaluate systems with workflow support that are currently available on campus, such as ImageNow and PeopleSoft workflow system, and assess the feasibility of integrating, expanding, or augmenting these tools to provide a unified campus-wide system. (A, B, C; OpEff 1, a.)
 - b. Implement tools for rapid development of online forms with workflow for data collection. (B)
 - c. Review existing web forms and, where appropriate, redesign as workflow applications initiated by web-based data entry. (B; OpEff 9, b.)
5. 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. (E, E; E-Learning 5,e.; I)

Initial Timeframe:	Initiate 2009, Complete 2011		
2009 Status:	In Progress	2010 Timeframe:	Continue in 2010, Complete 2011
2009 Notes:	Classroom technology (computers and a/v components) inventory has been updated.		

6. Develop a plan for supporting instruction for non-traditional students (synchronous and asynchronous methods). (A; I)

Initial Timeframe:	Initiate 2009		
2009 Status:	In Progress	2010 Timeframe:	Continue in 2010
2009 Notes:	<p>In 2009, iCIT launched an online repository of web-based materials for student reference, using iTunesU. Built a web site of tech resources organized for students only, and promoted directly to all new students, to provide one-stop shop of information on the use of campus technology-related resources.</p> <p>In collaboration with faculty from the College of Education developed an online student orientation for the MSE-PD Online cohort program that was launched in Fall 09. This program offers a master's degree to teachers in K-12 and administrators. Provided on-line tutorials for Course mgt System to enhance success of online students.</p>		

7. 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 (B, A, D; I)

Initial Timeframe:	Initiate 2010		
2009 Status:	Ahead of schedule	2010 Timeframe:	Continue in 2010
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. Planning for video		

	management solutions will begin in 2010.
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8. Plan and implement policies and technologies to provide data archiving and e-discovery services for all user files and appropriate application data. (D; V)

Initial Timeframe:	Initiate 2011		
2009 Status:		2010 Timeframe:	None
2009 Notes:			

9. Begin upgrading inter-building fiber optics and network electronics to support 10 GB data transfers. (D; I)

Initial Timeframe:	To initiate in 2010		
2009 Status:	Ahead of schedule	2010 Timeframe:	Continue in 2010
2009 Notes:	Provided for 10GB connectivity to Hyland Hall and upgraded Data Center infrastructure to handle 10GB speed transmissions.		

10. Explore potential to provide virtual international experience; enable faculty and students to interact with colleagues around the world. This involves Teleconferencing and TelePresence technologies (A,D; III)

Initial Timeframe:	Initiate 2010		
2009 Status:	Ahead of schedule	2010 Timeframe:	Continue in 2010
2009 Notes:	Deployed Telepresence technology, connected to multiple universities		

11. Develop a Business Continuity Plan for Technology Infrastructure in conjunction with the COOP process. (D; NetInfra 4, c.)

Initial Timeframe:	Initiate 2009		
2009 Status:	In Progress	2010 Timeframe:	Continue in 2010
2009 Notes:	<ol style="list-style-type: none"> 1. iCIT has completed the base stages of its own COOP process, and has defined both the essential services for campus and the expected recovery times given current capabilities. 2. iCIT has documented disaster recovery plans for three possible disaster scenarios. <ol style="list-style-type: none"> (1) damage to fiber optic cabling between McGraw and campus, (2) agency-ordered evacuation of McGraw Hall, and (3) any situation that renders McGraw Hall fully inoperable. 3. iCIT has reviewed the COOP plans of other campus units for technology dependencies. 4. iCIT identified and implemented technology, processes and resources necessary to support a large number of remote students, faculty and staff during a pandemic. 		
2010 Plans:	iCIT is awaiting action from the campus COOP initiative for remaining stages.		

12. Develop and implement a plan for assuring accessibility in delivery of instruction and services. The plan will outline the expectations and procedures for assuring accessibility; define responsibilities for developing funding and implementing appropriate solutions and communicating with appropriate audiences and identify additional support available through internal and external partnerships. (A; C; I)

Initial Timeframe:	Initiate 2010		
2009 Status:	Not started	2010 Timeframe:	Initiate 2010

2009 Notes:	
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13. **NEW Added in 2009:** Automate staff recruitment and employment process.

Initial Timeframe:	Added in 2009		
2009 Status:	Started in 2009	2010 Timeframe:	Complete in 2010
2009 Notes:	Began deployment of PeopleSoft Talent Acquisition Module		

14. **NEW Added in 2009:** Enhance Help Desk Operations

Initial Timeframe:	Added in 2009		
2009 Status:	Started in 2009	2010 Timeframe:	Complete in 2010
2009 Notes:	Process redesign almost completed. Software selected, acquired and being deployed. Campus rollout is scheduled for 2010		

- a. **Added in 2009:** Evaluate and redesign processes based on campus needs and ITIL guidelines
 - b. **Added in 2009:** Select and acquire software to support newly designed processes
 - c. **Added in 2009:** Implement new system, roll out to campus
15. **NEW Added in 2009:** Formalize best practices for workstation management and incorporate them in UWW workstation architecture. (D; I) These include:

- a. **Added in 2009:** Develop a common strategy for managing workstations in labs, classrooms and offices. Leverage a common set of tools. (D)

Initial Timeframe:	Added in 2009		
2009 Status:	Plan completed	2010 Timeframe:	Complete in 2010
2009 Notes:	Researched, tested, piloted and deployed technology for managing PCs. Migrated 80% of campus PCs. Implemented strategy for managing Macs using a combination of tools from different vendors. Rolled out to 40percent of lab & classrooms. Researched and recommended technology for managing Macs with more complete functionality.		
2010 Plans:	Complete transitioning PC workstations to the new management platform. Acquire, test, pilot and deploy technology for managing Macs. Migrated campus Macs to the new management platform.		

- b. **Added in 2009:** Develop an appropriate strategy for workstations rights management. (D)

Initial Timeframe:	Added in 2009		
2009 Status:	In progress	2010 Timeframe:	Complete in 2010
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.		

TIMEFRAME THREE TO FIVE YEARS

- Upgrade all campus fiber optic cabling and network electronics to support 10 gigabit data transfers. (D; NetInfra 1, a.; I)

Initial Timeframe:	Complete in 2013		
2010 Status:		2010 Timeframe:	
2010 Notes:			

- Integrate the new HRS system with existing systems and update processes to utilize new functionality. (B; OpEff 4, b, g.; I)

Initial Timeframe:	Complete in 2013		
2010 Status:		2010 Timeframe:	
2010 Notes:			

- Implement a Business Continuity Plan for Technology Infrastructure (D; NetInfra 4, c.; I)

Initial Timeframe:	Complete in 2013		
2010 Status:		2010 Timeframe:	
2010 Notes:			

- NEW Added in 2009: (Implementation of plans created in First Year Campus Initiative #13.)** Incorporate engineering best practices for infrastructure technologies in UWW infrastructure architecture. (D; I) These include:

- Added in 2009:** Server consolidation and virtualization. (D)

Initial Timeframe:	Added in 2009 (Planning from first year Campus Initiative #13 a.)		
2009 Status:	Plan completed	2010 Timeframe:	Continue in 2010, complete in 2014
2010 Notes:	Remaining 60 physical servers will be virtualized through hardware replacement cycle.		

- Added in 2009:** Service availability and problem/event monitoring, logging, and appropriate notification. (D)

Initial Timeframe:	Added in 2009 (Planning from first year Campus Initiative #13 c.)		
2009 Status:	Part Completed	2010 Timeframe:	Continue in 2010, complete in 2014
2010 Notes:	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		

- Added in 2009:** Implementation of firewalls and other security measures to assure infrastructure integrity. (D)

Initial Timeframe:	Added in 2009 (Planning from first year Campus Initiative #13 d.)		
2009 Status:	Plan completed	2010 Timeframe:	Continue in 2010, complete in 2014
2009 Notes:	Migrate remaining servers during hardware replacement cycles.		

ONGOING SUPPORT AND SERVICE

- Promote awareness, exploration, and adoption of emerging technologies for learning and instructional delivery, such as virtual communities and mobile learning. (A, E; E-Learning 5 a, d.; I)

Initial Timeframe:	Ongoing
2009 Notes:	Held a variety of workshops promoting a variety of social technologies, including a Learn Center workshop, summer workshop, and winterim workshop. SecondLife workshops were also offered. Promoting mobile learning with faculty through LTDC grants.

- Continue to develop available and new functionality of the PeopleSoft ERP system. (B; OpEff 1, a, c.)

Initial Timeframe:	Ongoing
2009 Notes:	In addition to new functionality introduced with 9.0 release of PeopleSoft, 11 projects were undertaken and completed in the last quarter of 2009

- Provide unified hosting and centralized coordination and oversight of all current and proposed web application development to ensure information security, policy compliance, and efficient resource utilization. (B, IV; OpEff 5, j.)

Initial Timeframe:	Ongoing
2009 Notes:	Centralized coordination and oversight for web development in effect

- Provide an environment where students can obtain competencies in the use of technology and information resources as required for their area of study and levels of proficiency. (C; E-Learning 1, b.; I)

Initial Timeframe:	Ongoing
2009 Notes:	In addition to efforts in various colleges, iCIT in collaboration with faculty from the College of Education developed an online student orientation for the MSE-PD Online cohort program. iCIT also offered training to students in Digital Storytelling, as well as the facility for video editing and production.

- Provide assistance to students in assessing appropriateness and credibility of sources found on internet. (A,B; I, V)

Initial Timeframe:	Ongoing
2009 Notes:	

- Provide training to students in the use of hardware, software and information resources on an as-needed basis. (C; E-Learning 1, c.; I)

Initial Timeframe:	Ongoing
2009Notes:	In 2009, iCIT 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, using iTunesU. Developed and delivered a new technology orientation program for transfer student orientation. Built a web site of tech resources organized for students only, and promoted directly to all new students, to provide one-stop shop of information on the use of campus technology-related resources.

7. Develop and maintain campus awareness about intellectual property restrictions that apply to the use of digital media. (E, I; E-Learning 3, c.; V)

Initial Timeframe:	Ongoing
2009 Notes:	Alerting faculty about copyright issues and referring to the library when assistance is requested in digitizing and using variety of materials for instruction. Developed a draft of Permission and Release Agreement for students who produce digital materials related to course content alerting them of their copyright rights. Library published copyright information http://library.uww.edu/copyright.html

8. Promote awareness of specific, new or underutilized technologies available at UW-W. (E)

Initial Timeframe:	Ongoing
2009 Notes:	Promoted through iCIT Technology Open House and training programs

- a. Web, video, and voice conferencing using Cisco MeetingPlace. (E-Learning 5, a.)
 - b. Survey software.
 - c. Blogs, IM, Wikis, and other Web 2.0 technologies.
9. Continue to evolve training to keep up with advancements in the current campus suite of software and applications. (E; ProDev 1, b.; I, V)

Initial Timeframe:	Ongoing
2009 Notes:	Developed and published materials on the training web site and iTunesU video podcasts 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.

10. Support and encourage appropriate levels of training and professional development for information technology staff to maintain necessary expertise. (E; ProDev 3, a.; I, V)

Initial Timeframe:	Ongoing
2009 Notes:	<p>Presentations at National Conferences:</p> <p>D. Delgado: present at the international D2L User conference</p> <p>J. Herron presented to the UW Web Group (CWCW) group at April ITMC meeting</p> <p>J. Herron was involved in planning Higher Ed Web national conference for 2009</p> <p>C. Wilson is involved in planning Higher Ed Web national conference for 2009</p> <p>J. Herron presented at the Higher Ed Web national conference in Oct 2009</p> <p>K. Skibba presented at the international D2L User conference</p> <p>G. Jura presented at the national EDUCAUSE conference in Nov 2009</p> <p>Training opportunities</p> <p>Jason Schmidt - Network Management - Cisco Networkers conference</p> <p>Nick Ciesinski - Network Management - Cisco Networkers conference</p> <p>Jason Schmidt – Advanced VoIP training for Cisco Early Field Test</p> <p>Nick Ciesinski – Advanced VoIP training for Cisco Early Field Test</p> <p>Jason Schmidt – Received Cisco CCNA – Wireless certification</p> <p>Theresa Parker – Advanced Java Programming, MATC</p> <p>Theresa Parker – PeopleSoft Integration Broker training</p>

	<p>Theresa Parker – PeopleSoft TAM Training, Webinar</p> <p>Theresa Parker – XML Publisher Training</p> <p>Dan Weiss - training in UWM in series for .NET Developers</p> <p>Melissa Helgeson - Attended Novell Linux Shell Scripting Training (online class)</p> <p>Richard Durrant - Achieved Panduit Certified Installer (PCI) certification</p> <p>Andy Peterson - Attend WiscNet Future Technologies Conference</p> <p>Tom Jordan - Accounting</p> <p>Tom Jordan - State and Local Government</p> <p>Tom Jordan - Written Communications</p> <p>Joe Friedel - Attended a web seminar training for Class Climate reporting</p> <p>Ryan Wenzel - Implement and Maintain MS SQL Server 2008 Reporting Services</p> <p>Ryan Wenzel - Implement and Plan MS SQL Server 2005 Integration Services</p> <p>Ryan Wenzel - Maintaining a Microsoft SQL Server 2005 Database</p> <p>Karen Skibba – The Artistry of Engagement: Reaching Learners in the Age of Technology</p> <p>Karen Skibba - QM training: Peer Review Certification, Building Your Online Course Using the Quality Matters Rubric</p> <p>Karen Skibba - QM training, Quality Matters Standard 2: Measurable Learning Objectives at the Course and Module Levels</p> <p>Karen Skibba - Online course: Qualitative Research and Design Using Nvivo</p> <p>Karen Skibba – Online course: D2L ePortfolio Training and Consultation</p> <p>David Delgado – Online course: D2L ePortfolio Training and Consultation</p> <p>Richard Durrant - Crestron Programming Training (ITS)</p> <p>Mike Olson - Attend PeopleSoft9.0 XML-Publisher Class</p> <p>Mike Miller - Attend PeopleSoft9.0 XML-Publisher Class</p> <p>Beth Drexler - Attend Wisconsin Higher Ed Peoplesoft User Group conference</p> <p>David Ward - PS XML Class</p> <p>Kent Steinike - HP Service Manager Essentials</p> <p>Lisa Rowland - HP Service Manager Essentials</p> <p>Lisa Rowland – HP Service Manager Advanced</p> <p>Melissa Helgeson - Attend Novell Brainshare Conference</p> <p>Joe Uselding - Attend Windows Server 2008 training</p>
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11. Provide and support specialized systems and infrastructure for academic departments as required by unique instructional and research needs. Support departments in transitioning content and processes (such as exams) into an environment suitable for remote access. **(A, D; E-Learning 2, e.; I, III)**

Initial Timeframe:	Ongoing
2009 Notes:	Supported implementation of Podcast producer, Digital storytelling and production of E-teach modules.

12. Upgrade administrative departmental systems as new releases become available. **(B, D; OpEff 2, c.)**

Initial Timeframe:	Ongoing
2009 Notes:	<p>Completed transition from PAVE Student Conduct System to Maxient</p> <p>Upgraded ImageNow to version 6</p> <p>Upgraded Alumni Call Center system</p> <p>Upgrade Razor’s Edge Software Application for Alumni Office</p> <p>Upgraded Bookstore Application (Nebraska Software)</p>

	Upgraded Tickets.com application for Center of the Arts Building Upgraded Blackboard Software Upgraded Badge SE Software for incident reporting by UWW Police Department Upgraded FP&M Workorder System (TMA)
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13. Develop and strengthen mutually beneficial partnerships between iCIT and academic programs. These partnerships offer real-world insight and experience to students and facilitate better alignment of academic and IT goals. (A, B; I, V)

Initial Timeframe:	Ongoing
2009 Notes:	iCIT has developed several partnerships related to the ITBE program in CoBE. Sara Deschner, instructor and lab manager, is partnering with iCIT on projects regarding software packaging, virtual labs, and server monitoring tools. In addition, iCIT set up a specialized lab environment to serve the summer 2009 camp for middle school girls (Cybergirlz). Also, iCIT manages the hosting environment for the WiCITS entrepreneurial projects.

MAJOR PROJECTS

TIMEFRAME ONE YEAR OR LESS

1. Expand textbook rental policy and program to incorporate digital resources and accommodate digital formats. (C; E-Learning 2, b; I, III)

Initial Timeframe:	Complete in 2009		
2009 Status:	In progress	2010 Timeframe:	Continue in 2010
2009 Notes:	Faculty use clickers to help assess student learning of content and increase learning engagement. Also work with faculty to effectively utilize publisher textbook resource, including test banks, videos, and tutorials.		
2010 Plans:	Assess additional needs and feasibility		

2. Identify and implement a replacement for the Police Records System to allow information sharing with City of Whitewater, and possibly State of Wisconsin, systems. (B, OpEff 5, e.; I)

Initial Timeframe:	Complete in 2009		
2009 Status:	In Progress	2010 Timeframe:	Complete in 2010
2009 Notes:	System implemented		
2010 Plans:	2010 timeframe: developing access and process for campus police to access City Police incident management records, and for City Police to access campus records		

3. Centralize remaining enterprise and departmental application hosting environments (D; NetInfra 4, b.; I, V)

Initial Timeframe:	Complete in 2009		
2009 Status:	Completed	2010 Timeframe:	
2009 Notes:			

4. Implement federated identity technology to support credential sharing between independent systems. This technology will facilitate "same sign on" authentication, enhancing both security and user experience. (D; AccCom 3, a.; I, III)

Initial Timeframe:	Complete in 2009		
2009 Status:	Completed	2010 Timeframe:	
2009 Notes:	Joint InCommon organization to facilitate credential sharing with other members. Deployed necessary technology infrastructure.		

5. Evaluate the EBMS system as a solution for event scheduling and registration support for Foundation and Alumni Relations events. (B; III,IV)

Initial Timeframe:	Complete in 2009		
2009 Status:	Completed	2010 Timeframe:	
2009 Notes:			

6. Assess needs and identify and implement appropriate solutions for enhancing electronic scheduling, billing, and charting systems for University Health and Counseling Services. (B; I)

Initial Timeframe:	Complete in 2009		
2009 Status:	Started	2010 Timeframe:	<i>Carried to 2010</i>
2009 Notes:	Started need assessment and review of available solutions		

7. Implement Symplicity Student Groups Management System to assist with management of student organization information and events. (C; I, V)

Initial Timeframe:	Complete in 2009		
2009 Status:	In Progress	2010 Timeframe:	Complete Spring 2010
2009 Notes:	System implemented		
2010 Plans:	Implement the self-service component for students, which requires integration with federated identity technology		

8. Begin deployment of integrated digital signage solution on campus. (B, D; I)

Initial Timeframe:	Complete in 2009		
2009 Status:	Achieved	2010 Timeframe:	Complete in 2010
2009 Notes:	Digital signs are deployed in Res Life, Hyland, UC and Center of the Arts.		
2010 Plans:	Develop instructions and guidelines for creating content for digital signs. Develop process for deploying a common message across all signs on the integrated system.		

9. Implement integrated telecommunications billing system. (B)

Initial Timeframe:	Complete in 2009		
2009 Status:	Completed	2010 Timeframe:	
2009 Notes:			

10. Implement remote printing in general access labs. (C; I)

Initial Timeframe:	Complete in 2009		
2009 Status:	In Progress	2010 Timeframe:	Complete in 2010
2009 Notes:	Pilot testing in McGraw and Anderson		
2010 Plans:	Develop promotion to students; work with sponsors of other general access labs to add the service.		

11. Implement unified desktop management for all university owned desktop and notebook systems. (D)

Initial Timeframe:	Complete in 2009		
2009 Status:	Almost completed	2010 Timeframe:	Complete in 2010
2009 Notes:	2009 status: deployed on almost all labs, classrooms and office computers.		
2010 Plans:	Complete deployment. Develop workstation management policies with feedback from governance groups and campus constituencies.		

12. Implement enterprise-wide surveillance camera solution, providing technology and policy for data transfer and centralized storage, retrieval, and management of images from campus surveillance cameras. (D; I)

Initial Timeframe:	Complete in 2009		
2009 Status:	Completed	2010 Timeframe:	
2009 Notes:	Surveillance cameras are deployed in Res Life and Hyland Hall.		

13. Implement an online course evaluation system. (A; I, V)

Initial Timeframe:	Complete in 2009		
2009 Status:	Completed	2010 Timeframe:	
2009 Notes:			

14. Expand instructional delivery consultation and support services for online courses. Explore the need and options for expanding online course support services beyond regular office hours. (A; I, III)

Initial Timeframe:	Complete in 2009		
2009 Status:	In Progress	2010 Timeframe:	Complete in 2010
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.		

15. Establish a video editing and production room for student use within a general access lab. (C; I)

Initial Timeframe:	Complete in 2009		
2009 Status:	Completed 2009	2010 Timeframe:	
2009 Notes:			

16. Explore solutions to facilitate capturing and transcribing student role-play, interview and consultation assignments. (A; I,IV)

Initial Timeframe:	Complete in 2009		
2009 Status:	In Progress	2010 Timeframe:	Continue in 2010
2009 Notes:	Ten faculty received training in May 2009 on digital storytelling from a collaborative workshop with the LTC and Jim Winship. During the fall semester, ten faculty used digital storytelling in their 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		

17. Assess limited use software licensing used in special labs and develop a plan for student access outside of the special labs. (A; I)

Initial Timeframe:	Complete in 2009		
2009 Status:	Carried to 2010	2010 Timeframe:	Complete in 2010
2009 Notes:			
2010 Plans:	Develop a strategy and implementation plan for a virtual lab pilot, with measureable goals. Partner with a lab owner/sponsor to pilot the strategy for specific software.		

18. Implement Crestron RoomView system to provide remote management, troubleshooting, and monitoring of classroom A/V systems. (A)

Initial Timeframe:	Complete in 2009		
2009 Status:	In Progress	2010 Timeframe:	Complete in 2010
2009 Notes:	RoomView installed and operating in 43 rooms in Hyland hall. <ul style="list-style-type: none"> a. Spring 09 Server based RoomView system installed in Data Center. b. Fall 09 RoomView made operational in 43 new classrooms in Hyland hall. c. Fall 09 Strategic Initiative resubmitted to upgrade all existing Crestron controlled rooms to be remotely managed by RoomView. 		
2010 Plans:	Campus wide implementation to upgrade all 76 existing Crestron controlled rooms to be remotely managed by RoomView.		

19. Enable university applicants to access services available in WINS for applicants. (C; I,)

Initial Timeframe:	Complete in 2009		
2009 Status:	Completed	2010 Timeframe:	
2009 Notes:			

20. Explore additional measures to block unwanted emails, i.e. prevent email spam. (A, B, C, B)

Initial Timeframe:	Complete in 2009		
2009 Status:	In progress	2010 Timeframe:	Complete in 2010
2009 Notes:	Cisco IronPort technology was acquired and is being implemented		

21. Expand Voice over IP (VoIP) deployment. (B, D)

Initial Timeframe:	Complete in 2009		
2009 Status:	Completed	2010 Timeframe:	
2009 Notes:			

22. **NEW Added in 2009:** Coordinate and deploy technology in Hyland Hall (A, B, D)

Initial Timeframe:	Added in 2009		
2009 Status:	None	2010 Timeframe:	Complete in 2010
2009 Notes:	During the summer of 2009, iCIT coordinated deployment of computer and network technology to the new business building, Hyland Hall. This involved over two thousand person-hours of effort across the iCIT organization and included: <ul style="list-style-type: none"> • Acquiring setting up and deploying almost 200 new computers and printers. • Assisting with relocation of xxx old ones. • Provisioned network switches and made available hundreds of network ports • Deployed dozens of wireless access points and set up a new standard for wireless access. 		

	<ul style="list-style-type: none"> • Implemented a specialized printing solution for faculty and staff offices. • Designed and launched a new website • Deployed VoIP, surveillance cameras and digital signage throughout the building. • Piloted and set up back-end infrastructure for lecture capture Podcast Producer • Introduced Telepresence technology – making UWW the first campus in UWS to have the next generation of videoconferencing.
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TIMEFRAME ONE TO THREE YEARS

1. Explore opportunities to implement Learning Object Repositories. (E-Learning 5, b.; I)

Initial Timeframe:	Complete in 2011		
2009 Status:	In Progress	2010 Timeframe:	Completed in 2011
2009 Notes:	<p>UW System started a learning object repository at http://www.wisc-online.com/ that UW-W contributed to in the past. In 2009 iCIT continued to work with faculty to develop learning objects for their instructional goals including eTeach, interactive flash exercises, educational games, streaming video, WebQuest templates, and Media Suitcase which provides interactive content modules that include text, video, audio, and pictures.</p> <p>UW-system will also be investigating the D2L Learning Object repository tool that would make sharing learning objects much easier.</p>		
2010 Plans:	The UW-system will also be investigating the D2L Learning Object repository tool that would make sharing learning objects much easier.		

2. Identify and implement a campus-wide e-portfolio system. (E-Learning 5, c.; I, V)

Initial Timeframe:	Complete in 2011		
2009 Status:	In Progress	2010 Timeframe:	Completed in 2011
2009 Notes:	Pilot testing D2L product		
2010 Plans:	Assess results of the pilot, make recommendations		

3. Complete analysis process and implement a campus-wide e-payment system for all miscellaneous fees and user fee charge systems. (B; OpEff 3, c.)

Initial Timeframe:	Complete in 2011		
2009 Status:	Not started	2010 Timeframe:	Start in 2010
2009 Notes:			

4. Participate in UW-System specification process for the new HRS system, and deploy that system on campus when available. (B; OpEff 4, a, d.)

Initial Timeframe:	Complete in 2011		
2009 Status:	In Progress	2010 Timeframe:	Complete in 2011
2009 Notes:			

5. Evaluate the current and needed functionality of CHAMPS and enhance or replace the system to meet the identified requirements (B; OpEff 5, a.)

Initial Timeframe:	Complete in 2011		
2009 Status:	In Progress	2010 Timeframe:	Complete in 2010
2009 Notes:	CHAMPS is being replaced by a new application, StarRez Housing software		

6. Construct an alternate campus data center to allow for continued operations in the event that the primary campus data center is rendered unusable. (D; NetInfra 4, d.; I)

Initial Timeframe:	Initiate by 2011		
2009 Status:	Not started	2010 Timeframe:	
2009 Notes:			

7. 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. (A, B, E; NetInfra 6, b.)

Initial Timeframe:	Complete in 2010		
2009 Status:	Partially Completed	2010 Timeframe:	Completed in 2010
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 December 2009, iCIT initiated the deployment of the inventory software to staff computers and laptops, with a mid-February 2010 expectation of completion. All newly-purchased equipment is added to inventory system with college/divisional ownership.		
2010 Plans:	2010 timeframe: Develop and deploy the inventory solution to Macintosh computers in labs and offices. Match college ownership information with e-discovery data for existing equipment. Develop inventory status reports and share with College administration.		

8. Acquire and implement a new Content Management System for the university website. Transfer all content from the soon-to-be obsolete Collage CMS to the new system. (A, B, D; I, III)

Initial Timeframe:	Complete in 2011		
2009 Status:	In Progress	2010 Timeframe:	Complete early in 2012
2009 Notes:	The Ingeniux software solution was acquired and being deployed.		

9. Assess campus need for a web-based portal system, evaluate technologies that meet these needs, and, if warranted, develop an implementation plan for this system. (D, A, B, C; AccCom 3, c.; I, III)

Initial Timeframe:	Complete in 2011		
2009 Status:	Not started	2010 Timeframe:	To begin in 2010
2009 Notes:			

10. Expand the UW-Whitewater wireless network to extend across all of campus and throughout all campus buildings. (D; AccCom 6.; I)

Initial Timeframe:	Complete in 2011		
2009 Status:	In Progress	2010 Timeframe:	Continue in 2010
2009 Notes:	Extended coverage to outdoor areas		

11. Explore live chat services for possible use by Admissions, Helpdesk, Registrar, and advising. (B, A; I)

Initial Timeframe:	Complete in 2011		
2009 Status:	Not Started	2010 Timeframe:	To begin in 2010
2009 Notes:			

12. Enhance the online scholarship application system to further automate and simplify the application, review, award, and tracking procedures and workflows, as well as enable access to scholarship information to a wide array of constituencies. (B, C; I)

Initial Timeframe:	Complete in 2011		
2009 Status:	Not Started	2010 Timeframe:	To begin and complete in 2010
2009 Notes:			

13. Expand the use of the Nebraska Bookstore System to incorporate the textbook rental operation and then discontinue use of the existing textbook system. (B; OpEff 5, c.; I)

Initial Timeframe:	Complete in 2011		
2009 Status:	Not Started	2010 Timeframe:	To begin in 2010
2009 Notes:	New software release will be implemented in 2010. Functionality will be assessed to determine if existing textbook rental system can be eliminated		

14. Develop a system to support the digital submission and review of intramural and extramural funding proposals (II)

Initial Timeframe:	Complete in 2011		
2009 Status:	Not Started	2010 Timeframe:	To begin in 2010
2009 Notes:			

15. Develop repository of campus-generated scholarship, catalogued and accessible on Internet through the library on-line catalogue (II)

Initial Timeframe:	Complete in 2011		
2009 Status:	Not Started	2010 Timeframe:	To begin in 2010
2009 Notes:			

16. **NEW Added in 2009:** (From First Year Campus Initiative #3.) Implement video transcoding technology (A, B, C, D)

Initial Timeframe:	Added in 2009		
2009 Status:	None	2010 Timeframe:	Complete in 2010
2009 Notes:			

17. **NEW Added in 2009:** Deploy Community Area Network connecting University and Tech park. (D; IV)

Initial Timeframe:	Added in 2009		
2009 Status:	Plan Completed	2010 Timeframe:	Complete in 2010
2010 Plans:	Fiber will be obtained through Wiscnet partnership. CAN will include Tech Park		

1. Deploy check-writing capabilities for employee reimbursement. (B; OpEff 4, b, g.)

Initial Timeframe:	December 2013		
2009 Status:	Not Started	2010 Timeframe:	December 2013
2009 Notes:			

2. Integrate Parking System with the Student Records and Payroll systems, to support the transfer of charges to student accounts and to implement parking payroll deductions. (B; OpEff 5, g.)

Initial Timeframe:	December 2013		
2009 Status:	Not Started	2010 Timeframe:	December 2013
2009 Notes:			

3. Evaluate and, if warranted, implement the technology and policy necessary to institute the use of electronic signatures. (B; OpEff 9, a.; l)

Initial Timeframe:	December 2013		
2009 Status:	Not Started	2010 Timeframe:	December 2013
2009 Notes:			

4. Deploy UWSA e-procurement system (PeopleSoft procurement module). (B; OpEff 9, c.)

Initial Timeframe:	December 2013		
2009 Status:	Not Started	2010 Timeframe:	December 2013
2009 Notes:			