UPDATE: JANUARY 2012

2008 IT STRATEGIC PLAN IMPLEMENTATION GOALS

GOALS DOCUMENT AUTHORIZED: JANUARY 20, 2009
2009 UPDATES ADDED: JANUARY 15, 2010
2010 UPDATES ADDED: JANUARY 14, 2011
2011 UPDATES ADDED: JANUARY 2012

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 INITATIVES

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		
2011 Status:	Completed	**2012 Timeframe:**	**Transition to "Ongoing Service"**
2011 Notes:	2010 workshop survey findings which revealed that instructors find value in attending LTC workshops aimed to improve their skills in using technology in teaching and learning. Regular meetings of the LTC Faculty Advisory Board allow LTC staff to continue to learn about faculty training needs. A survey of attendees of the LTC Grand Opening in August 2011 also revealed a training "wish list" of potential workshop ideas. The LTC was able to act on one of the workshop ideas by holding a session on how to use technology to promote academic honesty on November 2, 2011. The LTC delivered numerous synchronous and asynchronous training opportunities for faculty and academic staff, and enhanced our catalog of on-demand tutorial videos and wiki-based "how to" information.		
2012 Plans:	1. Continue to survey attendees/participants of all LTC workshops, seminars, and technology pilots to solicit feedback used for continuously improving LTC activities. 2. Continue to meet with LTC Faculty Advisory Board to keep current with instructional technology needs. 3. Conduct one campus-wide survey of faculty and instructional staff to gain a better understanding of their LTC training needs. 3. Create a plan for 2012 LTC-delivered training (synchronous and asynchronous).		
2010 Status:	Partially Completed	**2011 Timeframe:**	Complete in 2011
2010 Notes:	Surveyed attendees of Winterim two-day seminar, Summer online/blended faculty development course, and Fall faculty orientation workshop in 2010. Also surveyed faculty participants of a ResponseWare pilot and student experiences with Second Life and ePorfolio pilots Followed recommendations of LTC Advisory Board regarding training delivery methodologies, content, timeframe and promotion. Established the LTC Tech Liaison Roundtable which allows the vetting of faculty and instructional staff learning technology needs. For the first time, LTC formally delivered training at the academic-department level (Counselor Education), providing customized training and content delivery.		
2011 Plans:	1. Analyze 2010 survey results and produce a summary of actionable findings. 2. Hold at least one focus group session and conduct one survey of faculty and instructional staff to gain a better understanding of their LTC training needs. 3. Create a plan for 2011 LTC-delivered training (synchronous and asynchronous). 4. Continue to survey attendees/participants of all LTC workshops and technology pilots to solicit feedback used for continuously improving LTC activities.		
2009 Status:	Partially Completed	**2010 Timeframe:**	Complete in 2010
2009 Notes:	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. 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.		
2010 Plans:	1. Newsletter to promote training and obtain feedback.		

	2. Needs assessment for synchronous web conferencing with admin 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 institional 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		
2011 Status:	Carried to 2012	**2012 Timeframe:**	Training modules developed Fall 2012
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.		
2012 Plans:	With HR, develop needs assessment and new employee orientation program.		
2010 Status:	Carried to 2011	**2011 Timeframe:**	Complete in 2011
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. With release of new Office version 2010: develop set of standard skills for Word and Outlook. Survey department heads for additional feedback on types of skills needed in their units.		
2009 Status:	Carried to 2010	**2010 Timeframe:**	Initiate in 2010
2009 Notes:	No action taken.		
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		
2010 Status:	Completed	**2011 Timeframe:**	
2010 Notes:	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/0sq) Other topics include D2L Rubrics, Blogs and D2L ePortfolios. Administrative Staff – Specifically in 2010, 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 limited set of one-on-one user training for Telepresence.		
2011 Plans:	Continue to create and revise training documentation and media to reflect current technology and versions using the formalized tools established		
2009 Status:	In Progress	**2010 Timeframe:**	Continue in 2010
2009 Notes:	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. 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.
2010 Plans:	None

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		
2011 Status:	Completed	**2012 Timeframe:**	**Transition to "Ongoing Service"**
2011 Notes:	Designed, created, and implemented TechQuest, an online training program to improve student knowledge and expertise in campus technology. 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. Expand TechQuest program to include versions to address needs of specific campus constituents. 2. Develop video tutorial videos featuring UW-Whitewater students demonstrating their knowledge and expertise in using campus technologies. 3. Support grant work of faculty exploring emerging technologies. 4. Continue to develop and deliver "Snackable Series" on emerging technology. 5. Support faculty use of Apple iOS Developer University Program.		
2010 Status:	In Progress	**2010 Timeframe:**	Complete in 2011
2010 Notes:	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. 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.		
2011 Plans:	1. Institute a program to capitalizing on student knowledge and expertise in emerging technology. 2. Support faculty presentations on emerging technology at 2011 President's Summit on Excellence in Teaching and at the 2011 New Media Consortium International Conference. 3. Continue to develop and deliver "Snackable Series" on emerging technology.		
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		
2011 Status:	In Progress	**2012 Timeframe:**	Complete planning & deploy in 2012
2011 Notes:	Acquired several key components for video capture, production, and distribution to be used for instructional, learning and communication purposes: • Cisco Show & Share - a webcasting and video sharing application that helps organizations create secure video communities to share video content. This technology will be used for instructional needs to share videos between students working on class assignments, as well as the campus communication needs. Cisco IP Encoder to stream UWWTV broadcasts to iPads, and smartphone. • Tricaster • NewTek TriCaster HD TV Studio for HD Portable Live Production, to broadcast, project, live stream or record full HD programming. Cisco TelePresence Content Server which records Cisco TelePresence and third-party videoconferencing meetings and multimedia presentations for live broadcast and on-demand access for Lectures, Training sessions, Meetings and any important events Constructed new LTC facility for instructional video recording and production. Assisted with obtaining WTI Grant for incorporating video into instructional and learning activities in CoEPS. Deployed two Telepresence units for HD video communications.		
2012 Plans:	Deploy acquired technology. Define responsibilities for providing support for staff to use video technology for communication, develop basic- and advanced-level training programs		
2010 Status:	In Progress	**2011 Timeframe:**	Complete planning in 2011
2010 Notes:	Surveyed campus areas that are using video for instructional or communication purposes. Developed 4-tier, 6-stage video architecture model based on analysis of survey results.		
2011 Plans:	Pilot and recommend technologies to meet the needs of video production tiers and stages.		
2009 Status:	Changed approach	**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 Implement video transcoding technology. **New 1-3 Year Major Project #16**		

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		
2010 Status:	Completed	2011 Timeframe:	None
2010 Notes:	The plan is to identify campus preferences in the area of announcement publishing and information consumption, evaluate solutions based on these needs, and recommend the one that optimally meets them. Proposal to create a dedicated resource to perform these responsibilities has been developed and accepted. Recruiting has begun.		
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 1d:** 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		
2011 Status:	In Progress	2012 Timeframe:	Survey summer 2012
2011 Notes:	Advanced statistical technology tool is available for faculty. Dr. Chunju Chen**,** Director of Institutional Research will provide LTC support for faculty with advanced statistical analysis activities, on an as needed basis. LTC did not receive any requests this year for statistical analysis support.		
2012 Plans:	Survey faculty on need for statistical analysis support.		
2010 Status:	Nearly Complete	2011 Timeframe:	Complete in 2011
2010 Notes:	Established collegial relationship with Dr. Chunju Chen**,** Director of Institutional Research at UW-W, who has agreed to provide the LTC with support for faculty with advanced statistical analysis activities.		
2011 Plans:	Continue to evaluate what research support is available at the college level. Establish collaborative relationship with academic departments and Learn Center to leverage discipline-specific expertise and knowledge. Develop a proposal for ongoing research support based on findings.		
2009 Status:	In Progress	2010 Timeframe:	Continue in 2010
2009 Notes:	Gained knowledge of a qualitative analysis software (NVivo 8). Eight 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.		

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		
2011 Status:	Completed	2012 Timeframe:	**Transition to 'Ongoing Service"**
2011 Notes:	Telepresence successfully used by CoE – concept proven. Second Life and ePortfolio pilots successfully concluded in 2011. Second Life user community is		

	small, but we continue to maintain the UW-Whitewater Island and support faculty use for teaching and learning through the end of the contract with Second Life. D2L ePortfolio is now a supported UW-System service. Rolled out WebEx to campus, supported faculty in the use of WebEx Web Conferencing,
2012 Plans:	1. Monitor and evaluate use of Second Life at UWW to determine if contract should be extended. 2. Develop specific support documentation for the instructional uses of WebEx. 3. Explore the use of D2L Language Packs, thereby enabling D2L content to be displayed in several other languages. 4. Explore the expansion of Google (and other) services to facilitate remote instruction and peer contact. 5. Pilot Show and Share for instructional video file sharing and remote viewing.

2010 Status:	Nearly Complete	**2011 Timeframe:**	Complete in 2011
2010 Notes:	Leveraged Google Docs for collaboration in related to instruction and other activities. Engaged faculty in exploration of Web Conferencing with demos and discussion during MeetingPlace transition to WebEx. Began Second Life pilot. Piloted Telepresence technologies for collaboration with Paradise Valley school district in Phoenix, Arizona.		
2011 Plans:	Second Life and ePortfolio pilots to conclude in 2011 – formal assessment will be completed and recommendations will be made. Pilot Telepresence for collaboration between CoED and High School Districts in SE Wisconsin. Will continue to build awareness and support faculty in the use of WebEx Web Conferencing, Telepresence Videoconferencing, Google suite collaboration and Second Life virtual reality technologies.		
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:	Completed 9.0 upgrade per project timeline. Continue upgrades as part of normal patch schedules.		

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		
2011 Status:	In Progress	**2012 Timeframe:**	Complete planning in 2012
2011 Notes:	Evaluated options for primary file storage, acquired NetApp technology, started data migration from the existing HDS to NetApp.		
2012 Plans:	Complete data migration. Identify redundant storage services, develop plan for consolidation.		
2010 Status:	Carried to 2011	**2011 Timeframe:**	Complete planning in 2011
2010 Notes:	Implemented two initial projects for storage consolidation: (1) Started to decommission student personal storage – to be replaced with Google Docs or USB drives and (2) ROAD decommission. Google Docs has been deployed, ROAD Decommission is completed.		
2011 Plans:	Evaluate options for primary file storage in light of Windows 7, storage infrastructure changes and Novell direction.		
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
2010 Notes:	**New 1-Year Major Project**		

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:	**NEW 1-3 Year Major Project:** Fiber to Tech Park 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		
2011 Status:	In Progress	2012 Timeframe:	Complete in 2012
2011 Notes:	IP Speakers for the high priority buildings acquired and are being installed		
2012 Plans:	Complete deployment of IP Speakers, integrate Digital Signage into emergency communications process		
2010 Status:	In Process	2011 Timeframe:	Complete in 2011
2010 Notes:	Enabled Live Audio from UC to all buildings. Enabled Integration with VoIP pre-recorded messages. Turned over operational aspects of the system to the campus police. Identified next group of buildings for deployment of IP Speakers.		
2011 Plans:	Install IP speakers in identified buildings. Add outdoor public address capabilities.		
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		
2011 Status:	Completed	2012 Timeframe:	
2011 Notes:	Implemented automated mail forwarding after student account close. Investigated automated forwarding prior to student account closed and determined that it was not technically possible.		
2012 Plans:	Implement Connection for Life service for emeriti faculty		
2010 Status:	Mostly completed	2011 Timeframe:	Complete in 2011
2010 Notes:	December 2009, May and Summer 2010 grads transitioned. Communications process developed. Improved process to identify graduates to transition to G-Mail; automated a way to accommodate role changes (such as graduates who continue their education or employment at UW-Whitewater). Explore options for automatically setting up mail forwarding for W4L students, so that they do not need to take any action to manually forward messages to the new W4L account.		
2011 Plans:	December 2010 graduates transition in March. May/summer 2011 graduates transition in September. Plans for existing Alumni and Emeriti to coincide with above transition dates		
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:**	**3-5 year Initiative (4a)**
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.		
2010 Plans:	**Transition to NEW 3-5 year Initiative (4a)**		

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

Initial Timeframe:	Complete planning by December 2009		
2011 Status:	In Progress	**2012 Timeframe:**	Complete in 2013
2011 Notes:	**Campus Website** – Deployed multiple front-end servers with failover capability in conjunction with Ingenuix rollout. **Campus Network Connectivity** – Evaluated maintaining BadgerNet Converged Network (BCN) connectivity to serve as failover link if primary WiscNet link is lost. Proposal pending. **Campus Email System –** Evaluated options for migrating campus to Exchange 2010 and determined approach. **Phone Connectivity (Centrex / VoIP) –** Submitted request to State to complete campus migration to VoIP. **File Storage Infrastructure –** Evaluated technical options for remote file replication with new NetApp technology. **Server Virtualization Redundancy** – Added additional VMware server blades to increase overall capacity and fault tolerance.		
2012 Plans:	**Campus Website** –Create automated failover to a non-Ingenuix website in the event that the Ingenuix system is ever completely unavailable. **Campus Network Connectivity** – If approved, implement BCN connectivity as redundant link from campus to Internet. **Campus Email System –** Implement Exchange 2010 for faculty and staff incorporating NetApp and SyncSort snapshot process for more effective backup and restore processes. Evaluate outsourcing models for student email. **Transition to NEW 3-5 year project (6)** **Phone Connectivity (Centrex / VoIP) –** If approved, migrate remainder of campus from Centrex to VoIP. **Transition to NEW 3-5 year Project (7)** **File Storage Infrastructure –** If approved, establish remote storage location for replicating NetApp storage. **Server Virtualization Redundancy** – Implement SyncSort backup and restore processes for virtual environment for more effective backup and restore processes.		
2010 Status:	In Progress	**2011 Timeframe:**	Complete planning in 2011
2010 Notes:	**Campus Website –** Established contingency plans for existing site failure and redundancy plans for new web infrastructure that will be deployed in 2011. **Campus Network Connectivity –** Migrated centralized network switching equipment to latest technology version (Cisco Nexus Platform). Implemented automated redundancy to allow for continued Internet connectivity for all campus users even if one of three main campus network aggregation points should fail.		

	Campus Email System – IronPort antispam appliance allows caching of messages beyond 48 hours, in case of server failure. **Phone Connectivity (Centrex / VoIP)**. Added further fault tolerance to VoIP system through new equipment purchase and location at alternate data center. **File Storage Infrastructure –** No change from 2009. **Load Balancing** - Installed a network load balancing appliance capable of spreading load across multiple servers, and redirecting load away from a failed server in the event of a problem. Result is we are able to continue services without disruption even during server failures for services that are load balanced.
2011 Plans:	**Campus Website** – Deploy automated site failover in conjunction with Ingenuix rollout. **Campus Network Connectivity** – Evaluate a possibility for alternate Wiscnet internet access route after cutover to WIN fiber is completed **Campus Email System –** Evaluate virtual environment in alternate data center. **Phone Connectivity (Centrex / VoIP) –** Pursue request process for conversion from Centrex to VoIP at the campus level. **File Storage Infrastructure -** Evaluate replication of file storage to alternate site. Establish a mechanism to automatically replicate file storage and/or backup storage offsite so that users can access files even if our primary storage systems are unavailable. **Server Virtualization Redundancy** – Gain the capability to run virtual servers at an alternate data center, either on campus or at another UW site, and to automatically transfer critical data to this site if our main data center virtualization system should experience a failure.

2009 Status:	Partially Completed	**2010 Timeframe:**	Complete planning by Dec. 2010.

2009 Notes:	Identified critical systems and assessed current methods of redundancy **Campus Website** - **Partially redundant.** Web operations can be manually migrated to alternate servers in Madison. **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. **Campus Email System** - **Locally redundant.** All components have locally redundant elements. No offsite redundancy exists for this system. **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. **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.
2010 Plans:	**Campus Website** - Review in 2010 to increase automated fault tolerance. **Campus Network Connectivity**. In 2010, iCIT will evaluate to see if redundancy can be added to Internet connectivity in a cost-effective manner. **Campus Email System** . In 2010, iCIT will explore approaches to make portions of our campus email infrastructure redundant. **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. **File Storage Infrastructure.** In 2010, iCIT will examine changes to file storage infrastructure to increase redundancy as well as consolidate services.

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

Initial Timeframe:	Complete planning by December 2009		
2009 Status:	Completed	**2010 Timeframe:**	**3-5 year 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 University needs.		
2010 Plans:	**Transition to NEW 3-5 year initiative (4 b)**		

    d.   Implementation of firewalls and other security measures to assure infrastructure integrity. (**D**)

Initial Timeframe:	December 2009		
2009 Status:	Completed	**2010 Timeframe:**	**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.		
2010 Plans:	**Transition to 3-5 year Initiative (4c)**		

    e.   Incident handling processes. (**D**)

Initial Timeframe:	December 2009		
2011 Status:	In Progress	**2012 Timeframe:**	Complete in 2012
2011 Notes:	Implemented redesigned Service Manager workgroups. Enabled Tier 2 to assume additional responsibilities for email support, storage support and network jack activations. Defined security incident handling process for lost or stolen computing devices.		
2012 Plans:	Define integrated workstation security incident handling process for workstations that handle sensitive data such as SSN.		
2010 Status:	In Progress	**2011 Timeframe:**	Complete in 2011
2010 Notes:	Integrated infrastructure incident handling and escalation process with TSC through the Modern Service Desk initiative, including: 1. providing criteria for TSC to use in recognizing an infrastructure issue and 2. establishing basic troubleshooting steps that categorize issues as infrastructure vs. user issues. Defined process in conjunction with Controller's Office to meet requirements of FTC's Red Flags Rule, which mandates detection and incident handling in the event of an identity theft complaint.		
2011 Plans:	Implement redesigned Service Manager workgroups. Fully implement support tier model between NOC and MSD, including an integrated Tier 2 role.		
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.		

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	
2011 Status:	Completed	**2012 Timeframe:**	**Transition to "Ongoing Service"**
2011 Notes:	Style guide was developed for content publishing. Guidelines are being followed by campus publishers. http://www.uww.edu/webteam/styleguide/	
2012 Plans:	Provide ongoing training to new campus publishers and review guidelines for modifications as required.	
2010 Status:	On schedule	**2011 Timeframe:**	Complete in 2011
2010 Notes:	Expanded campus-wide usage of event calendar, through work with event sponsors and promotion.	
2011 Plans:	Collaborate with MMR to develop new style guide to be used for future training of content publishers. Style and content guidelines will be incorporated into Ingeniux system rollout. Content publishers will be trained to follow the guidelines.	
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 2012	
2011 Status:	On schedule	**2012 Timeframe:**	Complete in 2012
2011 Notes:	Implementing "single source of data" concept where possible to improve the accuracy and timeliness of website content. Content expiration process implemented. Three- year project on track. Implemented the following sites in Ingeniux-L & S, Admissions, Advising, General Education, Homecoming, Global Education, Learning Community, Text Book Rental, MMR, home page and all second-level pages. Google analytics policy developed, approved and published to help guide future development.	
2012 Plans:	Complete Phase 2 of rollout, including all major colleges' websites. Provide training. Evaluation and possible implementation of quality control of the site content and accessibility. Content expiration will transition to built-in Ingeniux system (report generation with flagged dates).	
2010 Status:	On schedule	**2011 Timeframe:**	Complete in 2011
2010 Notes:	In 2010, installation of the Ingeniux Web Content Management System was	

	partially completed. Staff training on this system was partially completed. Implementation of the top-level campus website pages and the MMR website was partially completed. Review and clean up of Website in preparation for new CMS complete. Added Google search appliance to enhance usefulness of search results.
2011 Plans:	Complete installation, training, and implementation of top-level website pages. Begin campus roll-out. Evaluation and possible implementation of quality control of the site content.

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		
2011 Status:	Completed	**2012 Timeframe:**	
2011 Notes:	"Whitewater This Week" weekly blog newsletter successfully launched by MMR. New format allows more appealing design, clear and organized content, and higher readership.		
2010 Status:	In Progress	**2011 Timeframe:**	Complete in 2011
2010 Notes:	Identified resources necessary to execute a project to develop an enhanced campus announcement system. Developed position description and initiated search. The plan is to identify campus preferences in the area of announcement publishing and information consumption, evaluate solutions based on these needs, and recommend the one that optimally meets them.		
2011 Plans:	Acquire staff resources. Develop plan for enhanced announcement system.		
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		
2011 Status:	In Progress	**2012 Timeframe:**	Complete in 2012
2011 Notes:	Hired specialist to support and leverage use of ImageNow system. After consequent resignation and further evaluation of scope of work it was recommended to assign responsibilities for ImageNow deployment in additional offices to AIS staff.		
2012 Plans:	Deploy ImageNow in CoEPS and CoBE. Reevaluate staffing requirements.		
2010 Status:	On schedule	**2011 Timeframe:**	Complete in 2011
2010 Notes:	ImageNow has been defined as campus solution. INGG recommended to establish a resource committed to support of ImageNow. Position description has been developed.		
2011 Plans:	Hire specialist to support and leverage use of ImageNow system for campus departments.		
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 in 2011		
2011 Status:	On Hold	2012 Timeframe:	
2011 Notes:	UW-HRS Application and EPM Warehouse rolled out April/May 2011. No dedicated resources available to take project further due to other project priorities and staff transition.		
2012 Plans:	UWW HRS is the data owner of all UWW data. HR will work with Whitewater Staff/Departments that need access to the warehouse. UWW HRS will grant authority and possibly write Hyperion Reports to support reporting requirements.		
2010 Status:	On schedule	2011 Timeframe:	Complete first half of 2011
2010 Notes:	Implementation of the UW-System HRS is underway. Enterprise Performance Management (EPM) data warehouse created for user access in December 2010.		
2011 Plans:	Expected Go-Live date for UW-HRS Application and EPM Warehouse scheduled for April/May 2011. The HRS EPM Data warehouse currently being tested by members of the UWW-HRS test team. Because UWW HRS is considered the data owner of all UWW data, HR is prepared to work with Whitewater Staff/Departments that need access to the warehouse. UWW HRS will grant authority and possibly write Hyperion Reports to support reporting requirements.		

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

Initial Timeframe:	Initiate in 2009		
2011 Status:	In progress	2012 Timeframe:	Complete in 2012
2011 Notes:	Evaluated technical solutions for reliable and well-performing data warehouse environment. Recommended to transition CDR data hosted on UWS platform to campus.		
2012 Plans:	Migrate Data Query environment to Linux platform as part of Peoplsoft WINS transition from HPUX to Linux. Assist IR staff with transitioning to using campus CDR environment.		
2010 Status:	On schedule	2011 Timeframe:	Complete enhancements in 2011
2010 Notes:	The day-old replica of production data has been made available to office staff with proper security. It can be accessed from 5 a.m. to 9 p.m. daily.		
2011 Plans:	Additional data tables (ImageNow, Survey Data, etc.) will be added to the warehouse as needed by user departments and defined by project priorities.		
2009 Status:	In Progress	2010 Timeframe:	
2009 Notes:	Day-old replica of production data is made available for information retrieval		
2010 Plans:	Continue in 2010, Complete in 2011		

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 in 2009		
2010 Status:	Completed	2011 Timeframe:	
2010 Notes:	We have seen significant expansion in the number of Hyperion users from UW-Whitewater this past year. Registrar's office continues to train and create reports for new users of the warehouse		
2011 Plans:	Update documentation and provide reporting, training to users as needed. Training, documentation is the responsibility of functional departments (Registrar, Admissions, Student Financials, etc.)		
2009 Status:	In Progress	2010 Timeframe:	
2009 Notes:	Developed special reports for CSD and L&S, saving 200hrs/yr ($5000/yr)		
2010 Plans:	New release of Hyperion Software scheduled for February 2010		

d. **Added in 2010**. Assess institutional needs for retrieving and consuming institutional data to support reporting and decision making goals. Recommend process and technology solutions.

Initial Timeframe:	Initiated in 2010		
2011 Status:	In Progress	**2012 Timeframe:**	Provide recommendations in 2012
2011 Notes:	Redesigned Audit & Review web site to make it easier to use. Identified high-need student enrollment and HR data elements.		
2012 Plans:	Propose technical solution to address student enrollment and HR data needs		
2010 Status:	Initiated in 2010	**2011 Timeframe:**	Complete the report by the end of 2010-11 academic year
2010 Notes:	Institutional Task Force was established to explore three areas: 1. **Positioning**: How well positioned is UW-Whitewater to handle the increasing data needs and requests from UW System and other sources? What are the crucial areas for data needs, where are those data currently located, and how are they accessed or distributed? What are the unmet needs for data across the campus at this point and going forward? 2. **Data Access**: How can data and information be made available on the web so they are easy to find and use for purposes of annual reports, audit & review, reports to UW System, etc.? What does a campus-wide database or dashboard contain? What types of data groups does it include? How can the campus community use the data? How are security issues resolved? 3. **Structure**: What organizational structure is appropriate for Institutional Research, especially given the expanding needs for institutional and assessment data?		
2011 Plans:	Analyze need for Audit & Review data and annual report data. Meet with key campus stakeholders to identify data needs.		

e. 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		
2010 Status:	Completed	**2011 Timeframe:**	
2010 Notes:	Provide reporting, training to users as needed. Training, documentation is the ongoing responsibility of functional departments (Registrar, Admissions, Student Financials, etc.)		
2009 Status:	Ongoing , by functional areas	**2010 Timeframe:**	Continue in 2010
2010 Plans:	Registrar's office will deliver 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		
2011 Status:	In Progress	**2012 Timeframe:**	Develop structured approach to process engineering and workflow automation
2011 Notes:	Developed position description for Business Analyst		
2012 Plans:	Recruit a Business Analyst to assist business units with process reengineering and workflow automation		
2010 Status:	In Progress	**2011 Timeframe:**	
2010 Notes:	Goal was adjusted in 2010. Determined there is not a unified, central solution for business process automation that is suitable for all business units across campus.		

	Instead, policy and guidelines should be developed to map current business automation solutions already available to general to business needs. i.e. ImageNow, PeopleSoft, IdM, Ingeniux.		
2011 Plans:	Define policy and develop guidelines for usage of PeopleSoft, ImageNow, IdM, Ingeniux and other business process solutions currently in place or being developed.		
2009 Status:		**2010 Timeframe:**	Initiate 2010

    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.)

Initial Timeframe:	Initiate in 2010		
2010 Status:	Completed	**2011 Timeframe:**	
2010 Notes:	Determined there is not a unified, central solution for business process automation that is suitable for all business units across campus. Completed a workflow automation project for academic staff recruitment. - HR/TAM Application. Expanded ImageNow to increase office productivity functionality of core business services, i.e. Financial Aid. Initiated campus-wide Centralized Scholarship project and completed process review.		
2011 Plans:	None		
2009 Status:	In Progress	**2010 Timeframe:**	
2010 Plans:	Implement workflow as part of the job requisition approval process in HRS/TAM		

    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		
2011 Status:	Completed	**2012 Timeframe:**	
2011 Notes:	Classroom remodeling projects plan for and utilize the digital technology investigated and proposed in 2010. More flexible room design and technology implementations allow for instructor-controlled systems, mobility and greater flexibility in room use.		
2010 Status:	In Progress	**2011 Timeframe:**	End of year 2011
2010 Notes:	Requirements to convert classrooms to digital technology have been investigated, including the timelines for compliance with future analog sunset requirements. Options for simpler and more flexible classroom control systems have been tested with vendor-loaned equipment.		
2011 Plans:	Develop a multi-year plan to migrate instructional spaces to digital technology. Include options for instructor-control systems that provide mobility for the instructor.		
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		
2011 Status:	In Process	**2012 Timeframe:**	Complete in Spring 2012
2011 Notes:	Working with Lynn Smith, Adult/Nontraditional Students, completed a grant project estimate for a series of instructional screencasts specifically for non-traditional students. Approved topics include 1) Computing Basics (OS and Web), 2) Microsoft Word Basics and possibly Powerpoint Basics. Screencasts are in production.		
2012 Plans:	Finalize and deliver screencasts for Adult/Nontraditional Student use in fulfillment of the grant scope. Continue to look for repurposing of training materials, modified as appropriate for this audience.		
2010 Status:	In Progress	**2011 Timeframe:**	
2010 Notes:	• Same tools used for distance learning apply to some categories of non-traditional students. Enhancements of those tools in 2010 included updating online materials for students new to the D2L CMS, including D2L tutorials. • Delivered additional tech orientation sessions during Winterim 2011 for returning adult students. • Worked collaboratively to identify technology solutions for Adult Resource Center, i.e. specialized software		
2011 Plans:	Will continue partnership with Adult Learning Center to identify needs and provide technology solutions for the VAC.		
2009 Status:	In Progress	**2010 Timeframe:**	Continue in 2010
2009 Notes:	In 2009, iCIT launched an online repository of web-based materials for student reference, using iTunesU. Built a website 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. 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 online tutorials for Course Management System to enhance success of online students.		

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		
2011 Status:	In Progress	**2012 Timeframe:**	Continue in 2012
2011 Notes:	Acquired Cisco Show & Share solution		
2012 Plans:	Deploy Cisco Show & Share solution. In collaboration with CoAC research solutions for Digital Asset Management (DAM), make recommendation.		
2010 Status:	Postponed to 2011	**2011 Timeframe:**	
2010 Notes:	No progress made due to limited staffing resources.		
2011 Plans:	None		
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.
2010 Plans:	Planning for video management solutions will begin in 2010

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		
2011 Status:	In Progress	**2012 Timeframe:**	Complete in 2012
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.		
2010 Status:	No Progress	**2011 Timeframe:**	
2009 Status:		**2010 Timeframe:**	None
2009 Notes:	Implemented automated archiving strategy for Novell storage that migrated files not accessed within six months to archive storage.		

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

Initial Timeframe:	To initiate in 2010		
2010 Status:	Completed	**2011 Timeframe:**	**3 to 5-year major initiative (1)**
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:	See 3-5 year project #1		
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		
2011 Status:	Completed	**2012 Timeframe:**	**Transition to "Ongoing Service"**
2011 Notes:	Installed additional Telepresence units in Hyer and Winther		
2012 Plans:	Assist with WTI grant implementation. LTC to promote and support use for teaching and learning, including Snackable Series sessions on using WebEx in Spring 2011.		
2010 Status	In Progress	**2011 Timeframe**	Complete in 2011
2010 Notes:	Dr. Carol Scovotti, CoBE, used Telepresence technology throughout the fall semester to conduct multiple small-group virtual meetings with marketing students in her course and a group of marketing students and faculty in Germany as well as connecting a large group of students for a day-long meting via campus distance education facility with German students.		
2011 Plans	1. Leverage experience learned from Scovotti to encourage other faculty and staff to use distance education tools such as teleconferencing and Telepresence. 2. Complete deployment of Telepresence unit in Hyer 142. Provide training to campus constituencies		
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		
2010 Status:	Completed	**2011 Timeframe:**	**Transition Campus Initiatives 3-5 yr (3)**
2010 Notes:	Awaiting campus action. Also see Campus Initiatives 3-5 years #3		
2011 Plans:	Participate in campus COOP activities as needed		
2009 Status:	In Progress	**2010 Timeframe:**	Continue in 2010
2009 Notes:	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: (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 large numbers 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		
2011 Status:	Completed	**2012 Timeframe:**	
2011 Notes:	Facilitated the development of a captioning process adopted by campus. Detailed, collaborative process developed and approved by Provost committee in 2011 includes communication process and tools, online resources, and third-party captioning providers. Process was tested in Summer 2011 and implemented in Fall 2011.		
2010 Status:	In Progress	**2011 Timeframe:**	Complete in 2011
2010 Notes:	Various options for captioning of instructional materials are being used: Some units on campus acquired specialized software and trained students to perform this function. UWS has contracted with two, third-party captioning providers to support accessibility needs at the campus level. The need for on-demand captioning has surfaced as well.		
2011 Plans:	Develop a campus-wide plan for assuring accessibility in delivery of instruction and services.		
2009 Status:	Not started	**2010 Timeframe:**	Initiate 2010

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

Initial Timeframe:	Initiated 2009		
2011 Status:	On Hold	**2012 Timeframe:**	Complete in 2012
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 Status:	In Process	**2011 Timeframe:**	Complete in 2011

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.
2009 Status:	Started in 2009	2010 Timeframe:	
2010 Plans:	Complete the installation of HRS/TAM at UW-Whitewater in 2010

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

    a. **Added in 2009:** Evaluate and redesign processes based on campus needs and ITIL guidelines

Initial Timeframe:	Initiated 2009		
2011 Status:	In Process	2012 Timeframe:	Core ITIL processes complete in 2012
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:	Implement Change & Problem management ITIL process to increase production migration notifications and deployment quality. Roll out Self Service Catalog to campus allowing users with the ability to purchase hardware/software items and request other iCIT services online.		
2010 Status:	In Progress	2011 Timeframe:	
2010 Notes:	Added management processes for interacting with customers and managing IT service incidents into the organization in 2010. Began development of a knowledge-base for self-help as well as more efficient problem resolution. These processes better aligned the organization to follow ITIL guidelines, the most widely adopted management framework for IT services.		
2011 Plans:	Continue to evaluate processes. 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.		

    b. **Added in 2009:** Select and acquire software to support newly designed processes. Report newly designed processes

Initial Timeframe:	Initiated 2009	
2010 Status:	Completed	2011 Timeframe:	
2010 Notes:	Implemented HP Service Manager March of 2010 to iCIT staff and campus college liaisons; promoted in campus wide	

    c. **Added in 2009:** Implement new system roll out to campus.

Initial Timeframe:	Initiated 2009		
2011 Status:	In Process	2012 Timeframe:	Complete in 2012
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:	• Build and roll out Change and Request Management processes using HP Service Manager • 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. Build out and implement enhanced self service catalog for procurement of technology equipment and request common service offered by iCIT.
2010 Status:	In Process	**2011 Timeframe:**	
2010 Notes:	Implemented HP Service Manager March of 2010 to iCIT and campus college liaisons.		
2011 Plans:	• Build and roll out Change and Request Management processes using HP Service Manager • Build and 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 • Build out and implement enhanced self service new computer scheduling process		

15. **Added in 2009:** Formalize best practices for workstation management and incorporate them in UW-W 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		
2011 Status:	Completed	**2012 Timeframe:**	
2011 Notes:	Successfully deployed Casper management tool to campus in summer 2011, and now being used for campus-wide Mac upgrades including Mac OS X Lion in fall 2011. New system mirrors efficient self-install process for upgrades already used by Windows users.		
2010 Status:	In Progress	**2011 Timeframe:**	Complete in mid-2011
2010 Notes:	PC workstations in offices have transitioned to the new management platform. All labs and classrooms have been transitioned. New Mac servers acquired and current management tools transitioned. Begun removing Active Directory dependency from Mac workstations. Have identified and proposed enhanced management tools for Mac platform.		
2011 Plans:	Complete removal of AD dependency for office Macs. Remove old Mac server dependency for Macs in certain labs and offices. Acquire and implement Casper management tools for enhanced software delivery and computer inventory.		
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		
2011 Status:	Carried to 2012	**2012 Timeframe:**	Complete by end of 2012
2011 Notes:	Identified need for a Tier 3 workstation engineering position to define endpoint		

	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 Status:	Carried to 2011	**2011 Timeframe:**	Complete by end of 2011
2010 Notes:	Enhanced security to reserve admin access for only 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 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

1. 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		
2011 Status:	In Progress	**2012 Timeframe:**	Complete by 2015
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 Status:	On Schedule	**2011 Timeframe:**	Continue in 2011
2010 Notes:	See 1-year project #9		
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.		

2. 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		
2011 Status:	Completed	**2012 Timeframe:**	None
2011 Notes:	Completed IdM integration with UW-HRS and convert HR-dependent data feeds to utilize UW-HRS data. Completed development of interfaces to all of UW-Whitewater applications that need HR specific data		
2012 Plans:	None		
2010 Status:	In Process	**2011 Timeframe:**	Complete testing and interfaces in 2011
2010 Notes:	Negotiated interface with UW-HRS system that leveraged UW-W's investment and expertise in Novell IdM to allow integration without complete re-engineering of UW-W IdM system. Working with UW-S staff enabled connection and passing of data from the UW-HRS system to UW-W Identity Management solution. UW-W IdM will be used to populate Campus Solutions with necessary data and consequently 3rd party software applications.		
2011 Plans:	Complete IdM integration with UW-HRS and convert HR-dependent data feeds to utilize UW-HRS data. Complete development of interfaces to all of UW-		

	Whitewater applications that need HR specific data		
2009 Status:	In Progress	**2010 Timeframe:**	
2010 Plans:	Identify UWW requirements and data needed for all UWW applications		

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

Initial Timeframe:	Transitioned from Campus Initiatives 1-3 Years	
2011 Status:	On Hold	**2012 Timeframe:**	
2011 Notes:	Awaiting campus action.	
2012 Plan:	Participate in campus COOP activities as needed.	

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

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

Initial Timeframe:	Added in 2009 (Planning from first year Campus Initiative #13 a.)		
2011 Status:	Almost finished	**2012 Timeframe:**	Complete in 2012
2011 Notes:	Migrated all production virtual servers to UCS platform. Virtualized almost all out-of-warranty server hardware		
2012 Plans:	Complete virtualization of all out-of-warranty servers. Provide recommendation to transition all server administration to NOC.		
2010 Status:	In Progress	**2011 Timeframe:**	Continue in 2011, complete in 2014
2010 Notes:	Awarded a grant from Wisconsin Focus on Energy to convert additional physical servers to virtual servers. Upgraded production virtualization infrastructure to latest release. Deployed Cisco UCS platform to support dense virtualization. Remaining 60 physical servers will be virtualized through hardware replacement cycle.		
2011 Plans:	Migrate production virtual systems to UCS platform. Virtualize or decommission all out-of-warranty server hardware in data center environment. Submit for additional grant funding for server virtualization. Will continue virtualization as hardware comes up for replacement		
2009 Status:	Plan completed	**2010 Timeframe:**	Continue in 2010, complete in 2014

   b. **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.)		
2011 Status:	In Process	**2012 Timeframe:**	Needs analysis completed in 2012
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 Status:	In Progress	**2011 Timeframe:**	Continue in 2011, complete in 2011
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.		
2009 Status:	Part Completed	**2010 Timeframe:**	Continue in 2010, complete in 2014
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		

    c.   **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.)		
2010 Status:	Completed	**2011 Timeframe:**	
2011 Plans	Define and implement endpoint security controls as required for UW-HRS endpoint environment.		
2009Status:	Partially completed	**2010 Timeframe:**	Continue in 2010, complete in 2014
2009 Notes:	Migrate remaining servers during hardware replacement cycles.		

5.   **NEW Added in 2010** Explore the use of Virtual Desktop Infrastructure (VDI) to support needs of office and mobile customers.

Initial Timeframe:	Start in 2011 TJ		
2011 Status:	Completed	**2012 Timeframe:**	
2011 Notes:	Incorporated a small number of ResLife and iCIT office users into lab virtualization pilots.		
2012 Plans:	Launch production service for VDI, including office and mobile users. Position VDI as a replacement for Bootcamp and other dual-boot solutions for Macs.		
2010 Status:	Initiated	**2011 Timeframe:**	
2011 Plans	Survey office and mobile customers to identify their needs. Develop workstation management environment to meet these needs and begin the rollout.		

6.   **NEW Added in 2010** Address Mobile Computing needs of campus community.

Initial Timeframe:	Start in 2011		
2011 Status:	In Progress	**2012 Timeframe:**	Complete strategy development
2011 Notes:	Provided report on the state and trends of mobile computing in higher education Gathered and reported stats on usage of mobile devices on UWW campus Review available technologies, provided recommendations Began piloting Oracle ADF framework Piloted Responseware for mobile devices Introduced authentication standards for mobile apps Conducted survey of UWW students, faculty and staff regarding their reference for services and content offered on mobile devices Established overall strategy for presenting content and apps on mobile devices Obtained campus Apple developer licenses		
2012 Plans:	Establish mobile app branding standards Analyze survey results, establish priorities Establish governing process for development and deployment of mobile apps Deploy a pilot mobile app exposing Peoplesoft data Deploy D2L mobile app Present high-value content on mobile devices		
2010 Status:	Initiated	**2011 Timeframe:**	

2011 Plans	Identify the needs and the opportunities for mobile applications in instructional, communication and administrative functions. Rollout initial set of applications to UW-Whitewater constituencies.

7. **NEW Added in 2010** Community Area Network expansion (from campus initiatives #10) (**D**; IV)

Initial Timeframe:	Started in 2010		
2011 Status:	In Progress	2012 Timeframe:	Complete in 2013
2011 Notes:	Met with Whitewater city and School District officials to consider Community Area Network expansion. Identified priorities for fiber routes. Considered funding sources.		
2012 Plans:	Provide information about fiber duct availability on campus. Assist with connectivity to Wiscnet fiber as needed.		
2010 Status:		2011 Timeframe:	
2010 Notes:	Met with Whitewater city and School District officials to consider Community Area Network expansion. Identify potential fiber routes.		
2011 Plans:	Meet with other City and area representatives to assess interest and identify potential funding sources.		

8. **Added in 2011:** Address campus needs for Collaboration technology

Initial Timeframe:	Start in 2012		
2011 Status:		2012 Timeframe:	Provide recommendations in 2012
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.		

9. **Added in 2011:** Assess current support model for student email service

Initial Timeframe:	Start in 2012		
2011 Status:		2012 Timeframe:	Provide recommendations in 2012
2012 Plans:	Evaluate opportunity for outsourcing student email as the campus transitions to Exchange 2010. Provide recommendations.		

ONGOING SUPPORT AND SERVICE

1. 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
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.

	Continued to develop and promote "Snackable Series" seminars and "Best Practices" web pages on various emerging learning technologies, and support the use of Second Life. Continue to use standard campus communication channels to build awareness, including Tech Open House. Promoted emerging technologies and new LTC facilities to support learning technologies at the Learning Technology Center Grand Opening event.
2012 Plans:	1. Continue to explore emerging technologies for teaching and learning. 2. Continue to expand instructional resources, tools and documentation for leveraging use of emerging technologies. 3. Continue explore and evaluate use of digital media in teaching and learning.
2010 Notes:	Campus-wide awareness of emerging technologies was cultivated through several activities, including: 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. Developed documentation and training materials for limited set of one-on-one user Telepresence training. Telepresence was topic of Chancellor Vmail with CIO.
2011 Plans:	Pilot the use of mobile tools such as D2L 2GO and new Turning Technology mobile "clickers." Introduce Apple-based technology tools beginning with 2011 Winterim Workshops. Promote use of mobility tools using standard campus communication channels, including Tech Open House. Establish a more formalized way to promote awareness, exploration, and adoption of emerging technologies for learning and instructional delivery. Continue to develop "Snackable Series" seminars and "Best Practices" web pages on various emerging learning technologies. Continue to use standard campus communication channels to build awareness, including Tech Open House.
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.

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

Initial Timeframe:	Ongoing
2011 Notes:	Implemented a process of verification that requested customization cannot be fulfilled by delivered functionality. Replaced several customizations such as a 3C communication process with vendor-delivered solution. Augmented PeopleSoft(WINS) functionality with enhancements such as Voter-Id confirmation, Population update for Advising, , Veteran Center updates, Milestone audit, Exit interview process automation, erms and Conditions

	contract, HEAB WI Covenant
2010 Notes:	Continue to leverage PeopleSoft(WINS) functionality available in Release 9.0 for automation of functions such as: Population Selection, Population Updates, Automated emailing to students, and Additional checklists
2011 Plans:	Continue to review and collaborate with functional areas to use more of the delivered features provided by the application software.
2009 Notes:	Complete Release 9.0 upgrade
2010 Plans:	Over the last quarter we have completed 17 projects(November-December-January) timeframe.

3. 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
2011 Notes:	Phase out of the Cold Fusion development environment was completed. Establishing a dedicated environment for dedicated PHP hosting was also completed.
2012 Plans:	N/A
2010 Notes:	Phased out the Cold Fusion development environment dependencies. Established a dedicated environment for dedicated PHP hosting.
2009 Notes:	Centralized coordination and oversight for web development.

4. 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
2011 Notes:	iCIT partnered with the ITBE department and IT Management course to offer students the chance to pilot the Cisco Cius units through the Cisco EFT program. Obtained hardware and lab mod funding for the implementation of a virtual IT lab solution for ITBE department to go live in Spring 2012. Due to increased demand and use in course work, expanded and updated A/V checkout equipment inventory to provide students with additional access to video equipment. Awarded additional funding to support the expansion of media lab student workers/hours. Developed training materials for student lab workers to expand knowledge and experience in video recording and editing. Developed "How To" documentation for students and instructors in the best practices of recording and editing video. Established UWW Apple iOS Developer University Program to enable students to learn the skill of application development for the Apple iOS platform. Developed TechQuest program to train new students in the use of campus technology.
2012 Plans:	1. Continue to evaluate processes to help students achieve technology and information resource competencies; provide needed tools to support them. 2. Expand the TechQuest program to address specific constituent needs, such as online students, non-traditional students, etc. 3. Promote and expand Apple developer program.
2010 Notes:	Made specialized software available for digital storytelling in GA labs. Expanded AV checkout equipment inventory to provide more access to video equipment. .
2011 Plans:	Planning expanded support in Media Lab for video production by enhancing skills of lab employees.

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.

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

Initial Timeframe:	Ongoing
2011 Notes:	Reference & Instruction librarians provide instruction to classes as requested by faculty, including course sections in which students write research papers. These sessions include evaluation of sources. The Library provides an online guide "Evaluating Internet Resources" (http://libguides.uww.edu/evalweb). Many courses for which the librarians have prepared online guides include a section on evaluating sources, e.g., http://libguides.uww.edu/content.php?pid=95427&sid=713707. The Library's instruction coordinator maintains an online resource guide for faculty that places source evaluation into the broader context of information literacy (http://libguides.uww.edu/informationliteracy). Librarians provide assistance with evaluating sources at the Reference Desk or via email and chat reference services.
2010 Notes:	iCIT promoted appropriate use of internet resources in PIP presentation to parents Summer 2010, and iCIT Web site. The Reference & Instruction librarians provide instruction to classes as requested by faculty, including course sections in which students write research papers. These sessions include a segment on evaluation of sources. The Library provides an online guide "Evaluating Internet Resources" among the guides on evaluating sources of information (http://library.uww.edu/guides/index.html#compare). Many courses for which the librarians have prepared online guides include a section on evaluating sources, e.g., http://libguides.uww.edu/content.php?pid=95427&sid=713707. In 2010, the Library's instruction coordinator prepared an online resource guide for faculty that places source evaluation into the broader context of information literacy (http://libguides.uww.edu/informationliteracy). Librarians provide evaluating sources at the Reference Desk or via email and chat reference services.
2009 Notes:	Student handbook policies; Royal Purple article

6. 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
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:	New students: Work with Advising to track students who did not complete. Other students: Deploy select TechQuest modules to targeted student constituencies (i.e. online students, grad students, non-traditional students, upper classmen, veterans). IT students: Review and assess current student employee training program.
2010 Notes:	Developed D2L online student tutorials and documentation. Developed online videos and web information to assist in using the UW-W Google Docs service. Updated the Information Technology Student Employment (ITSE) training curriculum course content.

2011 Plans:	Work with Advising and FYE to provide supplemental D2L training for identified groups of students.
2009 Notes:	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
2011 Notes:	Developed web form for managing requests for digitization of course resources. Communicated resource tools through governance groups, colleges and departments.
2012 Plans:	Continue to promote awareness for new and returning faculty.
2010 Notes:	Direct faculty requesting digitization services to library developed materials on intellectual property restrictions and the UW-Whitewater copyright policy.
2011 Plans:	Formalize digitization requests and liability release. Develop webform to administer and manage requests for digitization of course resources.
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-Whitewater (**E**)

Initial Timeframe:	Ongoing
2011 Notes:	Promoted awareness of technology initiatives using standard channels: ConnectIT (updated design), Campus announcements, iCIT Web site/blog, campus calendar, posters and flyers, tabletop tents, digital signage, email and in-person meetings. Added UW-Whitewater this Week to communication options Built Twitter followers from 50 to 150, including "retweet" regulars (ResNet, Cobe, LTC) Doubled attendance at Technology Open House through intensified marketing, including cross-promotion at other orientation events and training (125 attendees) Regular presenter at Classified Connection Updated multiple iCIT Web pages with current content and photo banner heads 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; continue to update iCIT Web content
2010 Notes:	Promoted awareness of technologies using several channels. 1. Connect IT 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"
2011 Plans:	Develop communication calendar and editorial plan
2009 Notes:	Promoted through iCIT Technology Open House and training programs

    a.   Web, video, and voice conferencing using Cisco MeetingPlace. (E-Learning 5,)

Initial Timeframe:	Ongoing
2011 Notes:	Developed WebEx roll-out and communications plan. Developed documentation and training for newest version of WebEx that includes new Support Center, Event Center and Training Center. Developed and began executing roll-out plan on two tracks: 1) targeted business units with demonstrated need for webinar meetings, offered by iCIT Training 2) one-on-one consultation with early adopter instructors for WebEx technology in teaching and learning offered by LTC.
2012 Plans:	Continue to target business units, track technology adoption, promote through staff training opportunities, and serve as consult to instructors.
2010 Notes:	Conversion of MeetingPlace to WebEx, Summer 2010; presented at TOH; initiated discussions with select faculty on using WebEx for teaching; documentation and training prepared for 2011.

    b.   Survey software.

Initial Timeframe:	Ongoing
2011 Notes:	Select Survey software is a Web team product available for surveying students, employees and other campus community groups. Some 2011 uses included the Workstation Survey for faculty and staff, Training Survey for classified staff, and Lab Virtualization survey for students.
2012 Plans:	Promote survey service through standard communication channels.

    c.   Blogs, IM, Wikis, and other Web 2.0 technologies.

Initial Timeframe:	Ongoing
2011 Notes:	LTC reports usage increased to 596 instances and 2,480 users of blogs; 206 instances and 704 users of podcasts; 314 instances and 110 users of Wikis; 1431 users of jabber; and five users of distance education streaming in 2011.
2012 Plans:	Ongoing promotion via LTC communication channels, handouts and training sessions.
2010 Notes:	LTC reports 496 instances and 1,686 users of blogs; 188 instances and 599 users of podcasts; 272 instances and 99 users of Wikis; 1209 users of jabber; and three users of distance education streaming in 2010.

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
2011 Notes:	Developed and promoted full schedule of Spring and Fall classes on Adobe features, Office 2010, Excel, Google Docs, Web Ex, Office 2011 for Mac. Began offering classes via WebEx fall 2011. Enhanced promotion of classes via announcements, Website blogs, Twitter,

	ConnectIT, handouts, in-person meetings and Web banner ads. Cross promotion of upcoming schedules to class attendees. Transition to new Training Center, purchased technology, developed usage policy.
2012 Plans:	Develop multi-channel promotional plan for training program, including enhanced cross promotion and targeted marketing for various software. Continue to use WebEx to deliver training programs especially in winter months.
2010 Notes:	Developed preliminary workshops for new Office version 2010, and published online training materials. Converted Meetingplace web conferencing training to new WebEx platform. Updated Turning Point support information. Leveraged vendor-provided training and support materials for Office 2010 and WebEx.
2009 Notes:	Developed and published materials on the training web site and iTunesU video podcasts for use of new PS WINS, the new Events Calendar, Adobe Acrobat, MS Word, 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
2011Notes:	Aaron Axelson, Tek-X Developers Conference, Chicago Dan Baker, Ingeniux CMS Training, Seattle Ken Bothun, 2011 Project Management Conference, Platteville Nick Ciesinksi, Cisco Executive Briefing Center, San Francisco Nick Ciesinski, Cisco Networker's Conference, Las Vegas Susan Degen, Fusion 2011 – D2L Conference, Denver Susan Degen, D2L Site Administrator, Spring Meeting, Oshkosh Susan Degen, D2L Site Administrator, Fall Meeting, Green Bay Joe Friedel, JAMF National Users Group, Minneapolis Annette Guye-Kordus, ITMC, Stevens Point Barry Henrichs, Project Management Planning/Scheduling, Madison Barry Henrichs, Persuasion/Influence Skills Project Management, Madison Adam Hufnagel, ITMC, Stevens Point Tom Jordan, ITMC, Stevens Point Mike Miller, WHEPSUG – Upper Midwest Regional Conference, Wisc Dells Gene Mueller, Telcom Meeting Mike Olson, BI Core Team Meeting Theresa Parker, WHEPSUG – Upper Midwest Regional Conference, Wisc Dells Theresa Parker, Image Now, Madison Renee Pfeifer-Luckett, D2L Site Administrator, Spring Meeting, Oshkosh Renee Pfeifer- Luckett, LTDC Spring Meeting, Madison Renee Pfeifer-Luckett, D2L Site Administrator, Fall Meeting, Green Bay Renee Pfeifer- Luckett, LTDC Fall Meeting, Green Bay Renee Pfeifer-Luckett, President's Summit on Excellence, Madison Renee Pfeifer-Luckett, 2011 New Media Consortium, Madison Renee Pfeifer-Luckett, Fusion 2011-D2L Conference, Denver Renee Pfeifer-Luckett, Sloan Consortium Conference, Orlando Elena Pokot, Cisco Executive Briefing Center, San Francisco Elena Pokot, Cisco Networker's Conference, Las Vegas Elena Pokot, Educause National Conference, Philadelphia Elena Pokot, ITMC, Stevens Point Elena Pokot, Cisco Collaboration, Miami

	Brad Schwoerer, Shib Conference, Milwaukee
	Brad Schwoerer, VM World Conference, Las Vegas
	Karen Skibba, 2011 EDUCAUSE Midwest Regional Conference, Chicago
	Karen Skibba, LTDC Spring Meeting, Madison
	Karen Skibba, LTDC Fall Meeting, Green Bay
	Karen Skibba, D2L Site Administrator, Fall Meeting, Green Bay
	Karen Skibba, President's Summit on Excellence, Madison
	Karen Skibba, 2011 New Media Consortium, Madison
	Karen Skibba, Sloan Consortium Conference, Orlando
	Betty Thompson, Regional Higher Ed User Group, Chicago
	Betty Thompson, WHEPSUG – Upper Midwest Regional Conference, Wisc Dells
	David Ward, WHEPSUG – Upper Midwest Regional Conference, Wisc Dells
	Brad Westness, Microsoft Webcamps Developers Conference, Chicago
	Brad Westness, Google Search Appliance, Chicago
	Brad Westness, Google Analytics, Chicago

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
2011 Notes:	- Provided virtualized environment for GIS Center to support stateline economic development grant. - Established Apple iOS Developer University Program for MAGDA course use. - Support development and implementation of Hyland Hall 3106 virtualized lab environment for ITBE dept. - Support MSDNAA licensing agreement with ITBE department and maintenance of student/faculty access and licenses on classroom lab systems. - Supported CoED in obtaining WTI grant for video-based collaboration and flipped classroom. - Evaluated potential new system for Counseling program. - Completed Writing Center technology design.
2012 Plans:	1. Establish SharePoint for ITBE course. 2. Expand Apple developer program
2010 Notes:	- Provided virtualized server environment for Geography department to deploy GIS infrastructure for instruction and for stateline economic development grant. Provided virtualized environment for Math department for PurpleComet program. Provided server hosting for academic applications administered by CoBE and CoE. - Provided customized ePortfolio training session for Counselor Education department in CoE. Support CoA in digitizing media for online access by faculty and students. - Supported installation of Blackthorn, grant-funded, specialized student lab, where students and vendors work collaboratively on contracted projects. - Ongoing support of digitization of materials for remote learning practices - Supported implementation of PP2 (podcast producer) - Library media program
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
2011 Notes:	Deployed LiveScan technology for Police Services Deployed new software solution (AIMS) for Parking Services Deployed CoachCom technology for sharing game videos for Athletics Created new extracts for • Nebraska textbook rental • Blackboard Hawkcard solution • Health Services Point and Click system Deployed additional functionality for Health Services Point and Click to enable student self-service (Portal) Upgraded ImageNow to the latest version Assisted Alumni Center in transitioning Call Center software to a new environment Upgraded Nebraska Bookstore system to latest version Upgraded Point and Click to the latest version
2012 Plans:	Create new extracts for • Leadership Development Symplicity • Parking Services AIMS • Police Services Badge SE

2010 Notes:	Additional Upgrades:
	   Migration of textbook Rental Application to Nebraska Book Application
	   Starez Student Housing/Meal Plan Application was implemented and CHAMPS was retired
	   Blackboard upgrade from Version 3.5 to 3.6
	   Health Center(Point/Click Application) replaces Pyramed
	Upgraded ImageNow to latest version
	Upgraded Alumni Call Center to latest version
	Upgraded Nebraska Bookstore system to latest version
	Upgraded Tickets.com application for Center of the Arts
	Achieved PCI credit card processing compliance for Blackboard System
	Deployed new student group management system (Symplicity)
	Deployed new student conduct system (Maxient)
	Deployed new career counseling system (CSO)
	Deployed new patient records management system (Point & Click)
	Implemented new records management system for campus police (Badge)
	Implemented connectivity to City of Whitewater Police Records System (Badge)

2009 Notes:	Completed transition from PAVE Student Conduct System to Maxient Upgraded ImageNow to version 6 Upgraded Alumni Call Center system Upgrade Raizer's Edge Software Application for Alumni Office Upgraded Bookstore Application (Nebraska Software) 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)

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
2011 Notes:	• iCIT staff directs and provides support for 2011 Cybergirlz initiative, including:

	Data Center tour, Podcasting instruction, Digital Signage training, and camp mentoring.
	• iCIT partnered with the ITBE department and IT Management course to offer students the chance to pilot Cisco Cius units through the Cisco EFT program.
	• LTC director presented to a CoBE class on the use of Second Life, and also helped to critique and evaluate student presentations on the eTextbook industry for a Marketing class.
	• Management program graduate student job shadowed CIO.
	• iCIT staff participated as guest lecturers in ITBE classes and provided Data Center tours for ITBE students.
	• iCIT recruits CA students for iCIT Communications student employment to learn real-life skills in graphic design, web design, and event planning.
	• Collaborated with Music department to add student produced music to Call Center on-hold queue.
2012 Plans:	Continue existing programs and research additional opportunities with students and Learning Communities.
2010 Notes:	iCIT staff provided support for 2010 Cybergirlz initiative. iCIT staff have conducted presentations for AITP student org and for ITBE classes on workstation and lab management. iCIT staff manage WiCITS hosting environment for entrepreneurial projects. TJ - Provided coaching and feedback for ITBE student Web Marketing Plan to American Family Insurance.
2011 Plans:	Develop plan to optimize opportunities to interact with academic IT program.
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		
2011 Status:	In Process	**2012 Timeframe:**	Continue in 2012
2011 Notes:	The etextbook industry greatly expanded this year, and limited student use of etextbooks at UWW has been identified. Research into availability of etextbooks for UWW use revealed that many textbooks currently used are not available in digital format due primarily to the age of the textbooks used on campus. StudyMate Author upgraded to more easily allow use of publisher test banks and other resources to create interactive learning activities for course use.		
2010 Status:	On Hold	**2011 Timeframe:**	Continue in 2011
2010 Notes:	No additional progress		
2011 Plans:	Assess additional needs and feasibility		
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		
2010 Status:	Completed	**2011 Timeframe:**	
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:**

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:**

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		
2010 Status:	Completed	**2011 Timeframe:**	
2010 Notes:	Health Services purchased new software called Point/Click and we moved this application into our production environment in September 2010.		
2009 Status:	Started	**2010 Timeframe:**	Carried to 2010
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		
2010 Status:	Completed	**2011 Timeframe:**	
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		
2010 Status:	Completed	2011 Timeframe:	
2010 Notes:	System is operational and training / deployment processes are in place.		
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:	

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

Initial Timeframe:	Complete in 2009		
2010 status:	Completed	2011 Timeframe:	
2010 Notes:	Remote printing services are available to all general access lab areas: Library, McGraw 19, Andersen 1008, Upham 51 and UC lab. Instructions are available for both Windows and Mac users on the iCIT web site. Remote printing to the GA labs queue allows students to go to any of the five areas to release their job to print. The service is also available to students in Res Life, Winther CoEd labs, and in Hyland. Promotional information is provided to students during orientation.		
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		
2010 status:	Completed	2011 Timeframe:	
2010 Notes:	A unified workstation management strategy, as originally defined, is in place for office and lab workstations, using a common set of management tools. Older PPC Macs, which are no longer supported by Apple and which are incompatible with the current management tools, will be added as they are replaced with new equipment.		
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 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. System is operational and deployment / policy / processes are in place.		

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

Initial Timeframe:	Complete in 2009		
2009 Status:	Completed	2010 Timeframe:	
2010 Notes:	Added all courses in College of Bus & Econ to the system in fall 2010. Spring 2010 had: 448 courses, 11,599 evaluations sent, 158 instructors participating. Fall 2010 had: 807 courses, 23,624 evaluations sent, 268 instructors participating.		

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		
2010 Status:	Completed	2011 Timeframe:	
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 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	2010 Timeframe:	

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

Initial Timeframe:	Complete in 2009		
2010 Status:	Completed	2011 Timeframe:	
2010 Notes:	Video recording regularly used in classroom instruction; digital storytelling continues to be supported.		
2011 Plans:	None		
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 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		

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

2011 Status:	Nearly complete	2012 Timeframe:	Full production of remote access for GA Labs.
2011 Notes:	Pilot of zero client hardware in General Access labs complete. Costing model has been developed. Pilot of remote access to General Access lab specialized software complete. Plan for general rollout implemented. All necessary infrastructure is in place and licensing is purchased and implemented.		
2012 Plans:	Complete rollout to students.		
2010 Status:	In Progress	2011 Timeframe:	Complete pilot
2010 Notes:	Procured infrastructure components necessary for implementation of VMWare View and ThinApp workstation virtualization infrastructure.		
2011 Plans:	Implement virtual lab pilot for up to 100 concurrent users. New initiative in 2011.		
2009 Status:	Carried to 2010	2010 Timeframe:	Complete in 2010
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		
2011 Status:	In Progress	2012 Timeframe:	Complete in 2012
2011 Notes:	RoomView coding has been completed for 18 classrooms. Projector shutdown is complete. TSC supervisors added to RoomView monitoring. Test of RoomView Menu to report issues in Hyer complete.		
2012 Plans:	Continue rolling out RoomView to remodeled classrooms as data runs are available. Complete training plan for TSC staff and discuss/finalize plans for system wide error reporting menu through RoomView.		
2010 Status	In Progress	2011 Timeframe:	Complete in 2011
2010 Notes:	Roomview coding has been completed for 11 Hyer classrooms, three Winther rooms and one Heide room. Forty-three classrooms in Hyland are Roomview-ready; a separate management instance has been established for CoBE tech support staff, and a CoBE staff member has been trained in Crestron coding.		
2011 Plans:	Complete the Roomview coding for remaining 18 classrooms. Coordinate and publicize schedule for auto-shutdowns of projectors. Develop expertise for TSC staff to monitor AV equipment status when working with customers. Assist faculty to use Roomview menus to report problems online.		
2009 Status:	In Progress	2010 Timeframe:	Complete in 2010

2009 Notes:	RoomView installed and operating in 43 rooms in Hyland hall.
	    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:	

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

Initial Timeframe:	Initiated in 2009		
2011 Status:	Completed	2012 Timeframe:	
2011 Notes:	Introduced and promoted Ironport end-users quarantine functionality in targeted, phased approach in summer 2011. Build education/training module for new students with Fall 2011 new student orientation related to Ironport option. Cross promoted functionality with user-app communication.		
2012 Plans:	Ongoing promotion through standard orientation channels.		
2010 Status:	In Progress	2011 Timeframe:	
2010 Notes:	Ironport technology was implemented and drastically reduced impact of phishing attacks against campus, March 2010. Added value end-user quarantine was piloted, and introduced to campus at Technology Open House.		
2011 Plans:	Introduce Ironport end-user quarantine functionality in phased approach as option for campus user groups beginning in February 2011.		
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:	Carried to 2010
2009 Notes:	College of Business completed		
2010 Plans:	**New 3 to5 year project #5.** Project expanded from initial goals.		

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

Initial Timeframe:	Added in 2009		
2010 Status:	Completed	2011 Timeframe:	
2009 Status:	Near completed	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 2,000 person-hours of effort across the iCIT organization and included: • Acquiring, setting up and deploying almost 200 new computers and printers. • Assisting with relocation of old ones. • Provisioned network switches and made100s of network ports available • Deployed dozens of wireless access points and set up a new standard for wireless access. • Implemented a specialized printing solution for faculty and staff offices. • Designed and launched a new website • Deployed VoIP, surveillance cameras and digital signage throughout building. • Piloted and set up back-end infrastructure for lecture capture Podcast Producer • Introduced Telepresence technology – making UW-Whitewater the first campus in UW-S to have the next generation of videoconferencing.		

23. **Added in 2009:** Deploy Community Area Network connecting University and Technology Park. (**D**; IV)

Initial Timeframe:	Added in 2009 EP		
2011 Status:	Completed	2012 Timeframe:	
2011 Notes:	UW-Whitewater cut over to the new fiber in Aug 2011		

2010 Status:	Nearly completed	2011 Timeframe:	Complete in 2011
2010 Notes:	Fiber connectivity to UW-Whitewater is in progress. Fiber connectivity from UW-W to Tech Park is completed.		
2011 Plans:	Complete fiber connectivity to UW-Whitewater.		
2009 Status:	Plan Completed	2010 Timeframe:	Complete in 2010
2010 Plans:	Fiber will be obtained through Wiscnet partnership. CAN will include Tech Park		

24. **NEW: Added in 2010** Expand Voice over IP (VoIP) deployment. (**B, D**)

Initial Timeframe:	Added in 2010		
2010 Status:	Completed	2011 Timeframe:	
2010 Notes:	Participated in Cisco Early Field Test for latest version of Call Manager infrastructure and Unified Communicator presence client. Provided early field testing and feedback on new handsets and other VoIP technologies.		
2011 Plans:	Participate in Cisco Early Field Trial Test for thin client and virtual desktop technologies.		
2009 Status:	Completed	2010 Timeframe:	Carried to 2010
2009 Notes:	College of Business completed		

TIMEFRAME ONE TO THREE YEARS

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

Initial Timeframe:	Complete in 2011		
2011 Status:	Cancelled	2012 Timeframe:	
2011 Notes:	No progress made at UW-System level on D2L LOR. One learning object developed by UW-Madison, Syntax Untangler, (http://courses.dcs.wisc.edu/untangler/) was promoted to UWW instructors.		
2012 Plans:	Formal plan for LOR is not currently practical.		
2010 Status:	In Progress	2011 Timeframe:	
2010 Notes:	UW System LOR plans have not moved forward in a significant way.		
2011 Plans:	Continue to monitor system efforts to support LORs.		
2009 Status:	In Progress	2010 Timeframe:	Completed in 2011
2009 Notes:	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. UW-System also investigating the D2L Learning Object repository tool.		
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		
2011 Status:	Completed	2012 Timeframe:	
2011 Notes:	Pilot completed. Rollout complete. Training materials and documentation developed by LTC. Specialized training sessions conducted by LTC for various campus departments. ePortfolio is now a UW-System supported learning technology.		

2011 Status:	Completed		
2010 Status:	In Progress	**Timeframe:**	Complete in 2011
2010 Notes:	D2L product pilot still in progress. UW-System in negotiations to purchase campus license.		
2011 Plans:	Continue to pilot D2L product, assess results and make recommendations.		
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		
2010 Status:	Withdrawn	**2011 Timeframe:**	
2010 Notes:	Campus strategy to consolidate fees is not in place; sponsor (Controller/FS) withdraws.		
2009 Status:	Not started	**2010 Timeframe:**	Start in 2010

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		
2011 Status:	Completed	**2012 Timeframe:**	
2011 Notes:	Completed deploying UW-Whitewater component interface for account provisioning. Developed and implemented interfaces to UW-Whitewater applications that need HR data.		
2010 Status:	In Progress	**2011 Timeframe:**	Complete in 2011
2010 Notes:	Collaborated with UW-System HRS team in several areas: • Verified that UW-W functional requirements are being met (HR staff) • Verified that UW-W data requirements are being met (HR and iCIT staff) • Proposed and secured approval for account through UW-W Identity Management System. The process will also allow us to pass critical data to our Campus Solutions for eventual interfacing with departmental and 3rd party software applications. Started development work.		
2011 Plans:	Complete work on account provisioning. Develop and deploy the interfaces needed to all of the UW-Whitewater applications that need HR specific data.		
2009 Status:	Not started	**2010 Timeframe:**	
2010 Plans:	Identify UW-W requirements and data needed for all UW-W applications		

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 2010		
2010 Status:	Completed	**2011 Timeframe:**	
2010 Notes:	CHAMPS has been replaced by STAREZ as of September 2010		
2009 Status:	In Progress	**2010 Timeframe:**	Complete in 2010
2009 Notes:	CHAMPS is being replaced by a new application, StarRez Housing software		
2010 Plans:	Complete implementation in 2010		

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		
2011 Status:	In Progress	**2012 Timeframe:**	Complete 2012-13
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 Status:	Ahead of schedule	**2011 Timeframe:**	Complete in 2012
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.		

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		
2011 Status:	In Process	**2012 Timeframe:**	Complete by end of 2012
2011 Notes:	Computer inventory data is available and reported to colleges to assist in replacing lab and classroom computers. A/V inventory of classroom technology was initiated and partially completed in 2011. Inventory on Mac computers in offices was gathered during implementation of software auto-install service and Apple licensing agreement. Do not have complete inventory information for office PCs to provide the colleges with useful reports.		
2012 Plans:	A/V inventory will be completed and a method for delivering data to campus will be identified. Process for inventorying PCs will be identified and started in 2012.		
2010 Status:	In Progress	**2011 Timeframe:**	Completed in first half of 2011
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. Office computer inventory strategy, including Macintosh computers, is partially completed.		
2011 Plans:	Updated Inventory reports for lab and classroom computers will be distributed to colleges in early spring 2011. Office computers ownership data assessment will be completed, then matched with e-discovery data for complete reporting. Develop classroom AV equipment inventory data to add to Knowledge Base used by TSC and to provide in reports for colleges.		
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 Dec. 2009, iCIT initiated the deployment of inventory software to staff computers and laptops, with a mid-Feb. 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		
2011 Status:	In Progress	**2012 Timeframe:**	Complete in 2013
2011 Notes:	Three-year project on track using phased approach based on WAG committee recommended priorities. In 2011, Web Team implemented the following sites in Ingeniux: Letters & Science, Admissions, Advising, General Education, Homecoming, Global Education, Learning Community, Text Book Rental, MMR, home page and all second level pages.		
2012 Plans:	Complete Phase 2, including all major colleges' websites.		
2010 Status:	In Progress	**2011 Timeframe:**	Complete in 2012-2013
	In 2010, installation of the Ingeniux Web Content Management System was partially completed. Staff training on this system was partially completed. Implementation of the top-level campus website pages and the MMR website was partially completed. Top-level page design developed within Ingeniux system.		
2011 Plans:	Roll out Ingeniux system in production and transfer half of existing content to new system. Establish Wordpress instance for management of student organizations web site content.		
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		
2010 Status	Not started	**2010 Timeframe:**	On hold for future evaluation
2010 Notes:	Need for a portal may be revisited when Ingeniux project is complete.		
2011 Plans:	On hold pending outcome of Ingeniux implementation.		

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		
2011 Status:	On schedule	**2012 Timeframe:**	Complete in 2012
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.		
2012 Plans:	Survey campus for remaining areas where coverage is insufficient. Submit requests for enhancement and continue expansion / service enhancement as funding allows.		
2010 Status:	On schedule	**2011 Timeframe:**	Complete in 2011
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 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;

Initial Timeframe:	WebEx upgrade in 8/2011		
2011 Status:	In Process	2012 Timeframe:	
2011 Notes:	WebEx Support Center added as new option.		
2012 Plans:	Demonstrate current technology capabilities to business units so that they may consider options available to them.		

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		
2011 Status:	In Progress	2012 Timeframe:	Complete in 2012
2011 Notes:	Proposed process and developed solution for post-submission scholarship eligibility verification and interdepartmental workflow		
2012 Plans:	Implement post-submission scholarship eligibility verification and interdepartmental workflow Propose and implement solution for scholarship request submission process. Retire legacy scholarship request submission application		
2010 Status:	In Progress	2011 Timeframe:	
2010 Notes:	Documented the current business processes by all departments related to current scholarship application, tracking and rewarding. Proposal in development.		
2011 Plans:	Propose and implement process improvements. Re-assess application requirements again in a few months.		

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		
2011 Status:	Completed	2012 Timeframe:	
2010 Status:	In Progress	2011 Timeframe:	Complete in January 2011
2010 Notes:	The new Nebraska Application has been completed. We are scheduled for the textbook rental application to be retired and replaced by the Nebraska Book Application on Jan. 15, 2011.		
2011 Plans:	Complete the implementation per plan in January 2011.		
2009 Status:	Started	2010 Timeframe:	
2009 Notes:	New software release will be implemented in 2010. Functionality will be assessed to determine if existing textbook rental system can be eliminated		
2010 Plans:	Upgrade to the new release of the Nebraska Book Application		

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

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

Initial Timeframe:	Complete in 2010		
2011 Status:	Completed	2012 Timeframe:	Transfer to "Ongoing Service"
2011 Notes:	Current MINDS@UW-Whitewater Structure: **Andersen Library, UW-Whitewater** **Departments and research units** • Andersen Library, UW-Whitewater		

	• Campus Collections • Graduate Research Projects, UW-Whitewater **Collections** • Master's Theses--UW-Whitewater (30 items) • Undergraduate Research & Honors Papers--UW-Whitewater (46 items – undergraduate research; 0 items – honors papers) • UW-Whitewater Faculty Research (1 item) **Andersen Library, UW-Whitewater** **Collections** • Andersen Library Faculty Newsletter (0 items) • Andersen Library Resource (0 items) • Scholarship & Creative Achievements Bibliographies (0 items) **Campus Collections** **Collections** • Higher Learning Commission documents (2 items) • Muse (0 items) **Graduate Research Projects, UW-Whitewater** **Collections** • College of Education MSE-PD Capstone Projects (10 items In 2011, records were added to the Library's Catalog for several online titles, e.g., "Recognition of scholarship & creative achievements" which links to the scanned bibliographies from the annual Scholarship & Creative Achievement exhibition and reception and "Monthly newsletter" which links to the Library's newsletters to faculty online.
2012 Plans:	Plans for 2012 include adding the Recognition of Scholarship & Creative Achievements bibliographies and Andersen Library Monthly Newsletters to MINDS@UW. We are also looking to modify the structure of MINDS@UWW.
2010 Status:	In Progress **2011 Timeframe:**

2010 Notes:	Digital depository currently being reorganized, the final format will be sorted by departmental units and collections, as follows:
	  Departments and Research Units
	  • Andersen Library
	    Scholarship & Creative Achievements Bibliographies
	    Library Resource
	    Faculty Newsletter
	  Collections
	  • Campus Collections [cross-department or cross-disciplinary collections]
	    Higher Learning Commission documents
	    Muse
	  • Faculty Research
	  • Graduate Research Projects
	    College of Education MSE-PD Capstone Projects
	    College of Education Seminar Papers
	  • Master's Theses
	  • Undergraduate Honors Papers and Undergraduate Research Projects

2011 Plans:	50 items designated under the Campus Collections, Master theses, and Undergraduate research projects. Nine items were added past fiscal year (2009-2010), with 17 items remaining in backlog. The Collection Manager, Carol Elsen is in the process of coordinating the content for the remaining collections.
2009 Status:	In Progress **2010 Timeframe:**
2009 Notes:	Digital depository is at Minds@UW http://minds.wisconsin.edu/handle/1793/8339

16. **Added in 2009:** (From 1 Year Campus Initiative #3.) Implement video transcoding technology (**A**, **B, C, D**)

Initial Timeframe:	Added in 2009		
2011 Status:	In Progress	**2012 Timeframe:**	Complete in 2012
2011 Notes:	Necessary technology acquired		
2012 Plans:	Implement technology components, develop awareness and training		
2010 Status:	On Hold – Industry changes	**2011 Timeframe:**	
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.		
2009 Status:	None	**2010 Timeframe:**	Complete in 2010

17. **Added in 2010:** Coordinate and deploy technology in Tech Park. (**D**; IV)

Initial Timeframe:	Added in 2010		
2011 Status:	Completed	**2012 Timeframe:**	
2011 Notes:			
2010 Status:	In Progress	**2011 Timeframe:**	Complete in 2011
2010 Notes:	Started in 2010		
2011 Plans	• Coordinate deployment of network technology to the Technology Park, including Setting up and deploying almost 200 new computers • Connecting fiber backbone and developing network design • Provision and deploy network switches • Deploy wireless access points • Deploy VoIP		

TIMEFRAME THREE TO FIVE YEARS

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

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		
2011 Status:	Withdrawn	**2012 Timeframe:**	
2010 Status:	Not Started	**2011 Timeframe:**	Completed 2011
2010 Notes:	Determined not update/upgrade the current parking system application; Parking Services to purchase another piece of software in 2011.		
2011 Plans:	Parking Services currently reviewing replacement products and are expected to install a replacement product in April/May 2011. AIS Group will review new requirements in order to automate the billing process in WINS (PeopleSoft).		
2009 Status:	Not Started	**2010 Timeframe:**	December 2013

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

Initial Timeframe:	December 2013		
2011 Status:	In Progress	**2012 Timeframe:**	Complete in 2012
2011 Notes:	Enrolled in InCommon Certificate Program and began authentication testing with campus VPN and user and device certificates.		

2012 Plans:	Make certificates available to selected users for authentication and email signing / encryption purposes.		
2010 Status:	Not started	2011 Timeframe:	Will begin in 2011
2011 Plans:	Will begin review in 2011 as part of HRS project security requirements		

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

5. **NEW: Added in 2011** Develop Self-Service functionality and workflow for common IT services

Initial Timeframe:	Added in 2011		
2011 Status:	Started in 2011	2012 Timeframe:	Complete in 2013
2011 Notes:	Deployed Novell User App technology to enable workflow for IT services. Offered opt-in for IronPort spam filtering for staff and Warkhawk For Life email for students through this technology.		
2012 Plans:	Deploy Guest Access request, privacy level for photo sharing, and email quota increase request		

6. **NEW: Added in 2011** Campus Email System **–** Implement Exchange 2010 for faculty and staff incorporating NetApp and SyncSort snapshot process for more effective backup and restore processes. Evaluate outsourcing models for student email. (NN)

Initial Timeframe:	Added in 2011		
2011 Status:	Start in 2012	2012 Timeframe:	Complete in 2013
2012 Plans:	Conduct evaluations of different options available for outsourcing student email. Select and begin pilot implementation.		

7. **NEW Added in 2011.** Phone Connectivity (Centrex / VoIP) -- migrate remainder of campus from Centrex to VoIP. (NN)

Initial Timeframe:	Added in 2011		
2011 Status:	Start in 2012	2012 Timeframe:	Completed in 2013
2011 Notes:	Submitted request to State to complete campus migration to VoIP.		
2012 Plans:	Migrate remainder of campus from Centrex to VoIP.		