2005-2008 IT Strategic Plan Status Report

E-Learning

Promote, through technology, the engagement of the student in the learning environment.

Vision Statements

1. Instructional and information resources, support and services in all forms will be delivered on-line to students, faculty and instructional venues, local or distant.

2. Development of student and faculty information and technology competency is one of our highest priorities. We will enable faculty to integrate resources for e-learning into their curricula and across their programs. We will enable the university community to take advantage of these resources by providing appropriate level of support and encouragement.

3. We will foster an institutional culture that encourages and supports students, faculty and administration to continuously experiment, create and evaluate.

Goals	Objectives	Jan '08 Status	Comments / Recommendations
1. Support active student learning and development through the use of technology. UW-Whitewater expects and provides a highly technical learning environment. Achieving a high level of competency in the use of technology and information resources for students and faculty alike is at the core of effectiveness of such environment.	a. In the UW-Whitewater learning environment faculty and students need technical expertise commensurate with their area of learning. Each instructional unit will strive to define and clearly communicate suggested skills and expectations for different areas of study, such as statements on syllabi.	Complete	Each instructional unit currently incorporates expectations of students skills in Audit&Review process and accreditation process. College of Business and Economics, for example, has changed curriculum to address this issue. (Ongoing S&S)
	b. Develop 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.	On-Going	iCIT maintains two GA labs of 260 workstations (PCs and MACs) with desktop productivity and discipline specific software and over 40 departmental labs with specialized software for student use. Lab assistants are available for consultation during lab open hours. Over 1500 course sections use D2L as a framework for course material delivery online. Over 90% of English 102 classes attend a library instruction session which teaches students about resources and strategies to use in their research. These strategies include using technology as they select appropriate information resources, analyze, evaluate and synthesize the information. Reference librarians also offer subject specific information resources instruction sessions (advanced level) to any faculty requesting it for their classes. Annually over 5000 students go through library instruction sessions.

E-Learning

Goals	Objectives	Jan '08 Status	Comments / Recommendations
	c. Provide training to students in the use of hardware, software and information resources at the beginning, intermediate and advanced levels on an as-needed basis.	On-Going	Freshmen go through a technology orientation as entry-level instruction in using UWW information resources and technology. The ITSE program provides technology training at different levels for students in campus employment, and provides opportunities to students of all disciplines to gain experience with technology through employment. Student labs provide trained assistants, especially in specialized labs such as the GAPS lab, who consult and guide students as they use the lab technologies. Communication technologies such as D2L are used throughout the academic curriculum.College of Business Economics has implemented the Quality Assurance of Learning, required by AACSB, which includes student assessment. A special 200-level course was developed to address student skills. iCIT conducts freshman technology orientation to familiarize new students with the campus technology environment. The Library in collaboration with the College of Letters & Sciences plans to administer iSkills, a comprehensive test of Information and Communication Technology (ICT) proficiency developed by ETS. (Ongoing S&S)
	d. Develop wireless access to the university network and library resources throughout the campus.	Complete	Over 320 wireless access points deployed. 100% of academic buildings have wireless coverage in public areas and 82% of all campus buildings have wireless coverage in public areas.
	e. Investigate the feasibility of developing a laptop purchase/lease plan for students.	Complete	Over 80 % of Freshman population own laptops. Comparative analisys of laptop programs in other HE institutions was conducted and results are being reviewed to make a final decision.
	f. Expand support for on-campus and off-campus learners beyond a 7:45 a.m. - 4:30 p.m. work day.	Complete	iCIT offers after hours lab support till 9pm on weekdays to cover evening classes, GA lab open till midnight on weekdays, with extended hours to 2am during exam weeks, D2L -support email support is available until midnight on weekdays and for urgent problems or requests on weekends. Local Library Reference staff may be reached on site, by phone or email/chat during library hours. In addition, a global reference sharing service, Ask a Librarian (Question Point/24/7 Reference System), is offered to provide an online chat reference service 24x7 every day of the year.

E-Learning

Goals	Objectives	Jan '08 Status	Comments / Recommendations
2. Support E-Learning course development and delivery.	a. Support development of on-line resources for instruction, services and communication to complement traditional methodology.	Complete	Following resources are available: Online Learning Resources website, Course Management System (D2L), with incorporation of appropriate media and collaborative technologies for instruction, are actively supported by the LTC. Library offers electronic reserves to access course materials easily. Faculty can create reading lists by using direct links to most library online resources. Majority of student and adminstrative services have online equivalents.The campus website serves as the entry to all online services offered by campus units.
	b. Expand text book rental policy and program to incorporate digital resources and to accommodate digital formats.	Carried Forward	Under consideration. Carrried forward to Major Projects: Year 1 1.
	c. Prepare a plan for promoting the integration of e-learning into curricula and allocate the appropriate resources.	On-Going	Discipline-specific plans are prepared in each college. Overall University has expressed a commitment to e-learning as became evident in HLC study. (Outside of ITSP Scope.)
	d. Explore leveraging our current Distance Education classroom facility by creating a laptop wireless environment.	Complete	The current DE facility in L1230A is now connected to the campus wireless network for students who bring laptop to class.
	e. Support innovative approaches in creating state-of-the-art instructional environments, customized to specialized needs of some programs and courses.	On-Going	The campus supports local Web 2.0 sevices for instructonal use- Blogs, Wikis, Podcasts (including iTunes-U) and IM. The Library has begun to use del.icio.us to create customized links to websites for courses in conjunction with library instruction. The General Access Labs has remodeled and reallocated group working space in the form of 5 collaboratory rooms as well as informal workspace equiped with technology to meet the needs of group projects for various courses. (Ongoing S&S)
	f. Provide infrastructure and support for student work in developing web applications for instructional purposes.	Complete	iCIT maintains the MCS application development environment to meet the needs for all SAD project needs. Two rooms in GA Labs are also used to service multimedia development courses and MCS curriculum during hours that do not affect general access availabilty.

Goals	Objectives	Jan '08 Status	Comments / Recommendations
	g. Provide web-based storage to facilitate effective storage and exchange of documents.	Complete	Web-based storage for portability and web publishing are offered to all students upon request. Class webstorage to facilitate ease of document exchange and collaboration are also supported and set up according to specific needs of course instructors. Classes with special needs such as large storage space, or special group password protected space are also offered on a course by course basis. Access to e-portfolio implemented.
	h. Develop a strategy to meet growing demand for short term teaching lab availability.	Complete	Rooms in the GA labs are now open for short term (one time) reservations for classes that require the use of computers.
	i. Explore tools and develop approaches to conduct student course evaluations electronically, through the use of interactive technology, particularly for on-line courses.	Complete	Currently the campus uses two approaches on a limited scale: a) iCIT supports online course evaluation via D2L at individual faculty requests - currently up to 100 course sections Fall 2007, and b) agreement with external vendor for some course evaluation of some on-line courses, particularly in the College of Business and Economics. Neither of the approaches is scalable for a campus-wide deployment. The campus is currently investigating appropriate scalable vendor systems to support campuswide migration from paper based to online course evaluations, targeting Spring 2008 for a pilot and Fall 2008 for initial deployment.
	j. Expand the services for production of instructional material using technology (e.g., video, graphics, animations, simulations and website creation for on-line majors).	Complete	iCIT upgraded to a fully digital video studio from taping, to output for instructional material - we support all popular output formats - wmv, qt, flv, swf, streaming, podcast. iCIT supports flash animation/simulation projects and develop student expertise in the LTC. We provide media editing capabilties in the GAPS lab for student project. The Andersen Lab has installed poster printing and lamination for presenation needs. College of Business & Economics is managing production of instructional materials for their online courses/programs with consultation from iCIT/LTC staff as neded.

E-Learning

Goals	Objectives	Jan '08 Status	Comments / Recommendations
3. Support Faculty & Staff development.	a. Intensify development of information and technology competency through faculty workshops, computer based training and customized information access.	Complete	The LTC scheduled regular instructional technology related workshops during the academic year - over 80 sessions for 2007-2008. An intensive two week summer workshop on online course preparation had over 30 participants. A new Online Learning Resources (OLR) website was launched in Feb 2007, D2L documentation was expanded after the major version upgrade in August. Library offers regular workshops to faculty to promote efficient use of technology for information needs, such as introducing a library-sponsored Wiki on plagiarism during the Fall faculty orientation week and evaluating web sites and using advanced customization features of online research databases. Reference librarians also offer one-on-one consultations to faculty and students to help them further develop their information literacy skills.
	b. Develop a funding infrastructure to promote efficient use of technology for teaching and learning. Identify grant funding opportunities for faculty and staff development.	Complete	Each College provides faculty support by way of a $500 stipend for 1 week and $1000 stipend for 2-week intensive summer workshops. LEARN Center sponsors guest speakers / trainers for faculty workshops. UWW successfully acquired UWS curricular redesign grant funding for Podcasting faculty (2006-7), ICOP (2006-7)First Year Experience (2007-8), and Praxis Learning Objects (2007-8).
	c. Address intellectual property issues.	On-Going	LTC has offered two workshop in collaboration with the Library. Another Library workshop in collaboration with LEARN center is planned for spring 2008. (Ongoing S&S)
	d. Encourage and support faculty collaboration on UW-W campus and beyond.	On-Going	LTC consulted on technology related grants, actively initiated and participated in acquiring the UWS CR grants mentioned above and engaged 15 faculty in the two collaborative grants.
4. Provide enhanced library services for the E-Learning Environment. **Active (on-demand) learning environment transcends the physical boundaries of space (location) and time (business hours). In such environment Library services must be**	a. Expand availability and use of customized information portals that provide library information, resources, services and support for disciplines, programs, degrees, academics and students.	Complete	Library resources by discipline are now directly integrated in D2L for easier and more relevant access for students in the course. In 2007 several commercial databases were added (CQ Electronic Library, ScienceDirect, Education Research Complete, Library, Information Science & Technology Abstracts with Full Text, Safari Tech Books Online, AnthroSource and Chronicle of Higher Education) and expanded (EbscoHost Academic Premier; SAGE Premier Online and Global Market Information Database). Online resources are available 24*7 anywhere.

Goals	Objectives	Jan '08 Status	Comments / Recommendations
Library services must be transformed as well to support "anytime/ anywhere" demand for the use of information resources.	b. In collaboration with faculty and Information Technology personnel, Library staff will identify the necessary on-line on-demand services to support research and learning needs of students and faculty, and will develop a plan for delivering these services along with the corresponding level of assistance and training to assure the effectiveness of these services (virtual training suite).	Carried Forward	Online research oriented course assignment library guides are developed in collaboration with faculty. Such guides and e-reserves by course are now directly integrated in D2L for access for students in the course. Captivate is used to develop online tutorials to provide training on using various library resources. The Library has an active program to move from print to online sources in support of e-learning. Librarians create user guides for new online resources and offer instruction in the use of the databases. (Outside of ITSP Scope)
5. Encourage awareness and adoption of current trends and innovations in learning and instructional delivery.	a. Encourage participation in Virtual Communities. Promote collaborative web conferencing activities.	Carried Forward	A virtual community is a group of people who share a common purpose, concern or interests. They rely primarily on electronic media to communicate and connect. The LTC is providing local campus collaborative services for instruction - blogs, wikis, podcast (including iTunes-U), IM. In May 2007 the campus acquired MeetingPlace technology to support video, audio and web conferencing. The product is deployed and training is targeted for Spring 2008. (Ongoing S&S)
	b. Explore emerging technologies, such as Learning Objects Repositories.	Carried Forward	The campus is participating in the UWS LOR initiative. Progress is slower than anticipated. Will have a nearly complete product in 2008. Carried forward to Major Projects: Year 1-3.
	c. Explore emerging technologies, such as E-Portfolios.	Carried Forward	E-portfolios allow individuals to collect, store, update, and share information digitally. Student portfolios may be used for reflection, communication with instructors, or documenting credentials as well as to share examples of work with potential employers. E-portfolios are also used by faculty and institutions for accreditation reviews. A number of programs in the College of Education have implemented e-portfolios since 2002. The dual licensure (early childhood/special education) certification program and the Department of Special Education have student portfolios hosted by Chalk & Wire through a UWS grant. The Art Education and Communication Sciences & Disorders Department have also started e-portfolios with Chalk & Wire. Carried forward to Major Projects: Year 1-3.

E-Learning

Goals	Objectives	Jan '08 Status	Comments / Recommendations
	d. Explore opportunities for Mobile Learning.	Carried Forward	Mobile learning is predicted to be of growing importance in the future. Podcasting technology was implemented for both audio and video media in 2007. Over 50 courses have used podcast technology as supplement to course material. In the classroom, Student Response system (clickers) is used in over 20 class sections every semester. Student Response system allow for active learning in the classes and can be developed to include mobile devices in addition to vendor provided clicker units in the future. (Ongoing S&S)
	e. Consider opportunities for new Learning Space Design.	On-Going	The GA labs have gone through 3 phases of remodeling to provide group working spaces with technology in various configurations - 5 collaboratory rooms holding up to 6-8 people each, open clustered work space for smaller groups of two, and open pod clusters for informal gathering and brainstorming. As new buildings are being designed, and the existing buildings are being renovated, spaces for collaborative student work are being incorporated into the overall design. (Campus Initiative: Year 1-3)
	f. Consider opportunities for outcomes-based learning and assessment.	Carried Forward	The LTC, through workshops and consultation, have been helping individual instructors to develop and refine their administration of formative assessments (e.g., online quizzes, tests, assignments) that facilitated an assessment of student learning relative to the course-level learning outcomes. At a programmatic level, not much is pursued because of lack of funding and position support. (Outside scope of ITSP.)

2005-2008 IT Strategic Plan Status Report

Network & Technology Infrastructure

Provide reliable and secure environments to support educational, research, service and communication goals of the University.

Vision Statements

1. UW-Whitewater will maintain advanced network infrastructure which will support a variety of applications; provide reliable connectivity and high performance; and easily connect faculty and students to vast libraries of information resources, to local and remote facilities, and to constituents worldwide.

2. UW-Whitewater will implement an Information Security Policy to ensure confidentiality, integrity and availability of information resources while striving to maintain an open architecture and free flow of information among its local and global constituents.

3. UW-Whitewater will sustain its investment in network and technology infrastructure by instituting planned replacement and upgrade cycles of equipment in support of the University's strategic initiatives and operational objectives.

Network & Technology Infrastructure

Goals	Objectives	Jan '08 Status	Comments / Recommendations
1. Maintain flexible, reliable, scaleable, robust and secure network infrastructure capable of meeting current and future needs of the university.	a. Begin planning for redundant connections in academic and administrative buildings. Phase 2 of the network upgrade: Intra-building single mode fiber optic cabling, as backbone network electronics are upgraded to support gigabit.	In Progress	Some redundant fiber was included in the Wyman Mall utility upgrade project, and UW-W is preparing a project request for DSF for upgrade of the entire UW-W fiber optic cable plant except for new/renovated buildings. (Campus Initiatives: Year 1-5)
	b. Implement network management policies and tools.	In Progress	Network management and monitoring tools are in place, including bandwidth monitoring and management (SCE) and security event tracking and correlation (MARS). Policies and practices for their use are currently being identified. Additional management tools are being explored for areas that are still lacking sufficient reporting.

Network Infrastructure

Goals	Objectives	Jan '08 Status	Comments / Recommendations
	c. Institute and fund network equipment replacement and upgrade cycle.	Complete	Unlike other infrastructure components, network equipment replacement and upgrade is driven by end-of-life terms and campus needs for enhanced functionality. Funding has been established by combining STF, Institutional and PR resources. During Summer'05 campus edge devices were replaced, and during Summer'07 Res. Life edge devices were replaced. During the same period of time expansion of core components occured both on campus and in Res. Life.
2. Secure Network and Technology infrastructure to protect the integrity of University assets.	a. Identify staff with expertise in legal, security, and policy issues.	Complete	1 FTE was allocated and Information Security Officer hired in Dec. 2004. The position was recently transitioned to Information Security and IT Policy Development, and a new person was hired to fulfill these repsonsibilities.
	b. Develop Information Security Policy that meet University needs and ensures compliance with applicable laws and regulations.	Complete	Information Security Policy is published online at http://www.uww.edu/icit/policies/info_sec/index.html. [LINKED]
	c. Develop an overall network security plan to meet the growing needs of campus constituencies while protecting the university resources from outside threat.	Complete	iCIT has developed a "Defense in Depth" security strategy. The plan is summarized at http://www.uww.edu/security/follow_the_rules/security_framework.html. [LINKED]

Network Infrastructure

Goals	Objectives	Jan '08 Status	Comments / Recommendations
	d. Deploy appropriate technology to ensure confidentiality, integrity and availability of information resources.	Complete	iCIT has deployed the following technologies to protect confidentiality, integrity, and availability of information resources: o Endpoint Protection: McAfee VirusScan, Cisco CSA Host Based Intrusion Prevention System o Network perimeter protection: Firewall and border Intrusion Detection and Intrusion Prevention solutions o Access Control: Net-ID, Active Directory, and eDirectory implementations o Security management and monitoring: MARS Event Correlation System, StealthWatch Intrusion Detection System, Nessus vulnerability scanning tools, McAfee ePolicy Orchestrator, Windows Update Services
3. Explore and incorporate available features of the Network and Technology infrastructure. Explore emerging trends in technology infrastructure.	a. Explore network features that allow simultaneous streams of electronic media on the campus network with minimal impact to network users.	Complete	Multicast technology has been implemented across the campus network and is available for use.
	b. Explore emerging technologies, such as voice over IP, video over IP.	Complete	Engaged in a state-approved Voice over IP pilot encompassing several departments on campus. After a successful pilot, we now recommend expanding VoIP campus-wide to achieve unified communications
	c. Provide network infrastructure to support distance learning.	Complete	Network infrastructure was configured for quality of service to support voice and video transmissions for distance learning. These changes give priority to time sensitive network traffic.

Network Infrastructure

Goals	Objectives	Jan '08 Status	Comments / Recommendations
4. Assure infrastructure integrity and availability of resources, while minimizing risks.	a. Assure sustainability of the technology infrastructure by planning and implementing timely upgrades for hardware, operating systems and application software.	Complete	Most hardware components of technology infrastructure are replaced on a 5-year cycles. A combination of Institutional, STF and PR funding has been earmarked to support the replacement cycles. Operating systems upgrades are planned based on vendor releases and compatibility with other infrastructure components. Regular operating systems patch cycles have been established. Application software upgrades and patches are planned based on vendor releases and operational schedule of the university units. Lead system administrators assigned the responsibility to ensure that platforms are patched and updated appropriately.
	b. Leverage University investment in technology and manage risk by centralizing enterprise and departmental application hosting environments.	In Progress	Centralized administration of several departmental applications, and relocated several department servers to campus data center. (Campus Initiatives: Year 1)
	c. Develop a Business Continuity Plan.	Carried Forward	iCIT business continuity planning is being conducted in the context of campus business continuity planning. Carried forward to Campus Initiatives: Year 1-3 & 3-5.
	d. Explore the feasibility of constructing a secondary computer center to serve as a "hot site" in case of a natural or a man-made disaster.	Carried Forward	A site has been identified and a detailed proposal is being prepared. Carried forward to Major Projects: Year 1-3.
5. Leverage relationships with our academic, community and business partners.	Explore relationship with cable TV providers for student residences.	Carried Forward	Approached cable TV providers to discuss peering opportunities. Carried forward: Ongoing Service & Support.

Network Infrastructure

Goals	Objectives	Jan '08 Status	Comments / Recommendations
6. Provide essential end-user hardware and up-to-date software for faculty and staff to support the use of technology in instructional, business and communication functions.	a. Implement annual technology inventory and assessment. Develop long-term planning and cost estimate for hardware replacement.	In Progress	iCIT has implemented tools for PC software and hardware inventory for the Windows platform, and soon for the Macintosh platform. Processes have been developed for collecting information from purchasing and inventory, which can be used in future reporting. Established a server inventory and replacement cycle. (Major Projects: Year 1-3)
	b. iCIT will advise Division Heads regarding the annual cost estimates and budget allocations to maintain appropriate level of office computer equipment in support of instructional, communication and operational functions.	Carried Forward	Current planning for the Vista implementation project will report in early 2008 on current hardware and software readiness of campus for the new OS. Additional reports are being prepared to illustrate purchasing patterns and standard model requirements. Carried forward Year 1-3.

2005-2008 IT Strategic Plan Status Report

Operational Effectiveness

Increase the effectiveness and efficiency of administrative areas through the use of technology.

Vision Statements

1. Administrative areas of the UW-Whitewater will be continuously exploring available functionality, re-evaluating business practices and maximizing efficiency and effectiveness of their services in order to realize the full potential of our ERP systems.

2. Electronic transactions will be a primary way of conducting University business with employees, students, their families and other constituencies

3. UW-Whitewater will maximize the use of Internet and other digital technologies to manage and coordinate business processes and increase communication both internally and externally.

4. UW-Whitewater will create a friendly and flexible web-publishing environment to enable timely and accurate web content publishing for external and internal audiences.

Operational Effectiveness

Goals	Objectives	Jan '08 Status	Comments / Recommendations
1. Continue to explore available ERP functionality, evaluate existing practices and, in each and every case, rethinking the existing practice or altering it to leverage the ERP investment.	a. Develop available ERP functionality (i.e. Workflow, Business Interlinks, Component Interfaces).	Carried Forward	Workflow functionality is being leveraged through the use of 3C's capabilities in Financial Aid and Admissions. Component interfaces are utilized for acount provisioning into the campus Identity Management system. Carried forward to Ongoing Service & Support.
	b. Evaluate GL distribution methodology (Direct vs. Proportionate). Fully deploy the chosen approach.	Complete	We currently are using the Direct GL Distribution Methodology.
	c. Continue to develop new functionality of the product.	On-Going	After upgrading to PS 8.9, the campus expanded our use of the PS 3-C's application with Financial Aid for Award letters and Admissions. Self-Service capabilities of Peoplesoft has been expanded in Student Financials, and Human Resources to allow increased access.
2. Assure that Enterprise and Departmental systems are up-to-date on software releases.	a. Prepare for implementation of PeopleSoft Student Administration release 8.9.	Complete	Upgrade to Version 8.9 completed in July of 2006. Currently preparing for the PS 9.0 Implementation scheduled to start in January 2008.
	b. Prepare for implementation of PeopleSoft Shared Financials 8.	Complete	Shared Financials Application is provided by UW - System.

Operational Effectiveness

Goals	Objectives	Jan '08 Status	Comments / Recommendations
	c. Upgrade departmental systems as new releases become available.	On-Going	The ImageNow system: major upgrade in May/June 2007, periodic upgrades to the system and database components, every 2-3 months. The Nebraska Bookstore POS System is being updated once or twice annually, the latest of which was applied with a server OS upgrade in summer 2007. In 2006, the Financial Edge system was implemented and integrated into the Raiser's Edge system used by the Alumni office. The Alumni Call Center system had the client workstations rebuilt, with increased security, during the summer 2007, and a new system upgrade is planned for mid-2008. The Peachtree system was implemented in 2006 for Financial Services. The Pave Conduct System has 1-2 updates annually, as well as a patch in early 2007 to fix an error in the summary reporting. An update to the Tickets.com system in early 2007 provided for improved security in the storage of social security numbers. An upgrade to the FP&M TMA system was completed in 2007. (Ongoing S&S)
3. Enable a full array of electronic billing and payment options. Leverage Touchnet capabilities for all aspects of e-commerce (such as e-payment, e-billing, e-disbursement), while continuing to support existing approaches, such as HawkCard. ACH transactions will become a prevalent way of conducting business.	a. Offer a secure, authenticated, and encrypted payment option that expedites payment processing for students and their families.	Complete	Touchnet Gateway implementation completed Summer 2005
	b. Implement Touchnet system for student payment, eBilling, cashiering, and, possibly, student refunds.	Complete	Completed Summer 2006. Continue to upgrade each year to improve functionality. We completed installation of Version 4.8 of Payment Gateway, 2.0 Cashiering and 3.0 Bill Payment. E-Refunds scheduled for February 2008.
	c. Initiate a campus-wide effort to make e-payment available for all miscellaneous fees and user fee charge systems.	Carried Forward	The university reviewed the Touchnet Marketplace but it did not meet all the needs at the time, and it was decided not to purchase it. This initiative will be coordinated with the Credit Card Governance Group before any decisions are made. Carried forward to Major Projects: Year 1-3.
	d. Continue to review additional charge options using the HawkCard (Purple Point Debit System).	Carried Forward	Carried forward to Major Projects: Year 1-3.

Operational Effectiveness

Goals	Objectives	Jan '08 Status	Comments / Recommendations
	e. Continue developing a formal banking connection relationship to allow ACH transfers to the HawkCard.	Carried Forward	Carried forward to Major Projects: Year 1-3.
4. Transition to UW Systems Appointment, Payroll, and Benefits System (APBS) and time recording, (Kronos) which will enable employee information and time-entry self-service for classified and student employees. Integrate payroll, HR and budget information for workforce management.	a. Participate in the deployment of the new APBS in coordination with UW-System and HRIS.	Carried Forward	HRS implementation will start in 2008. Carried forward to Major Projects: Year 1-3.
	b. Provide interface between APBS and PS and then discontinue use of PS HR on campus.	Carried Forward	Carried forward to Campus Initiatives: Year 3-5.
	c. Provide Training for Self-Service aspects of APBS and Kronos.	Complete	iCIT and HR&D developed the initial training materials for Kronos. HR&D trains supervisors whose students use the Kronos system, and iCIT provides additional support to supervisors in the ITSE program.
	d. Provide "self-service" features to allow employees to update their own records for items including name, address, W-2 deductions, and other service deductions, (i.e., parking fees, Foundation donations).	Partially Complete	We have deployed HR Self-Service features that allow employees to change their personal information like Addresses, Emergency Contact, and Telephone numbers. Carried forward to Ongoing Support and Service.
	e. Allow departments access to some employee data such as title, appointment type, base salary, FTE, appointment period, etc.. Develop base queries to provide HR information as necessary.	Carried Forward	Carried forward to Campus Initiatives: Year 1-3.
	f. Implement student payroll/Kronos timekeeping system.	Complete	Implemented as a Common System.
	g. Deploy check-writing capabilities (Adm. Aff).	Carried Forward	This was planned for the new APBS system which has not started yet. Carried forward to Major Projects: Year 3-5.

Operational Effectiveness

Goals	Objectives	Jan '08 Status	Comments / Recommendations
5. Leverage functionality of enterprise systems to support departmental needs. As new needs emerge, evaluate benefits and effectiveness (costs) of enterprise vs. departmental solutions. Maximize the effectiveness of enterprise and departmental systems by reducing or eliminating redundancy and duplication of efforts and by increasing system integration or interfacing when possible.	a. Evaluate current functionality and implement enhancements for CHAMPS to maintain a highly functioning system. Residence Life / Dining staff must continue to work with the university's administration, the UTC, and iCIT staff to accomplish this task.	Carried Forward	Projects have been completed to re-write CHAMPS posting to PS--Student Financials Accounts. In the summer of 2007, the CHAMPS IDWORKS interface was enhanced to show students with multiple careers to display in the proper sequence on PS pages. Additional projects have been submitted to AIS and are waiting to be prioritized/scheduled. Carried forward to Major Projects: Year 1-3.
	b. Interface Blackboard Transaction System, managed by the ID/Meal Plan Office, with the ERP system, to import faculty/staff data.	Carried Forward	Faculty/Staff data is currently downloaded to the ID System, HawkCard, and Work Order Systems. A project request has been submitted to interface Peoplesoft to the Blackboard System in the HAWKCARD Office.
	c. Expand the use of the Nebraska Bookstore System to incorporate the textbook rental operation and then discontinue use of the existing textbook system.	Carried Forward	Carried Forward to Major Projects: Year 3-5.
	d. Enhance Resource 25 to use as enterprise event scheduling.	Carried Forward	Resource 25 is used for room scheduling; event scheduling needs are being addressed with other technology. Carried forward to Campus Initiatives: Year 1-3.
	e. Develop and replace the Police Records System (coordinate with Student Judicial System).	Carried Forward	Planning is in progress to replace the Police Records system. The goal is to have a system which will allow sharing of records with the City of Whitewater and possibly the State of Wisconsin; campus planning is on hold while the City of Whitewater is making a decision on the integration with state record keeping. Carried forward to Major Projects: Year 1
	f. Deploy Fleet Management System.	Complete	Currently using rental car company to university transportation needs.
	g. Integrate Parking System with Student records to transfer charges to student accounts and with Payroll for parking payroll deductions.	Carried Forward	Carried forward to Major Projects: Year 3-5.
	h. Enhance software functionality in Shared Financial Services. Enable implementation of the AR/Billing/Departmental invoicing.	Complete	Peachtree Software was implemented in 2005 and we are using for our non-student billing system.

Operational Effectiveness

Goals	Objectives	Jan '08 Status	Comments / Recommendations
	i. Implement a web-based Project Request system for IT projects.	Complete	AIS staff and key PeopleSoft customers are using Quickbase to create project requests. The goal is to expand to entire iCIT and other campus units.
	j. iCIT should coordinate and assist all divisions with current and proposed e-business applications and to establish oversight of e-business projects to reduce redundancy of efforts.	Carried Forward	iCIT has reallocated resources to provide additional support for web application development and a standardized development environment for the campus has been established. iCIT is currently prioritizing and developing campus web applications, with all units, other than Residence Life, being a part of the process. Carried forward to Ongoing Service & Support.
	k. Incorporate a "single source of data" methodology into the University website development (Resource 25 for institutional events, People soft SA for course description).	Carried Forward	PeopleSoft course/catalogue/schedule data is now available for student viewing in a separate web application. Web Content Management system functionality is being used to integrate existing event calendars to enable automatic reuse of event information. Established as guiding principle.
	l. The campus must establish a staff responsibility within iCIT to provide third party purchased software support.	Complete	iCIT established a position to support third-party software/system support, with .5 FTE funded by iCIT for project management and .5 FTE funded by Administrative Affairs, Student Affairs, and the Alumni Office.
6. Leverage the benefits provided by the UW-Common Systems to their full potential.	a. Develop a process to evaluate benefits/drawback of implementing a Common Systems vs. a Campus solution as technology decisions are being made.	Carried Forward	Formal process has not been yet developed, but the following factors have been considered: a) the timing for acquisition of the Common Systems solution vs the campus solution; b) functional needs; c)financial implications and d) integration implications. Established as guiding principle.

Operational Effectiveness

Goals	Objectives	Jan '08 Status	Comments / Recommendations
	b. Explore opportunities for Common Systems level negotiations during the technology acquisition phase.	Carried Forward	Explored opportunities for CS negotiations for ImageNow product. Offer software acquisitions to faculty and staff through greatly reduced WISC pricing. Taking advantage of CS AUTOCAD licensing. Using CS advantage Oracle and Microsoft contracts. Transitioned PS HRS maintenance to the system contract, realizing budget savings. Participated in UW System technology evaluation projects, including Identity and Access Management RFP. On other software UWW is waiting for UW-System to complete development of a website for all universities to review and identify what other software/applications other universities are reviewing/evaluating or using. Library implemented ExLibris' MetaLib and SFX, and OCLC's ILLiad - all common systems across UW Libraries. Also moved the Voyager system to hub setup in Madison. Established as guiding principle.
	c. Maintain on-going inventory of all university software and work with UWSA to take advantage of the system-level pricing as other universities are acquiring the same technology.	Complete	A software/hardware/application inventory was created and sent to UW - System. UWW is expecting to be able to leverage software / applications contracts executed by other universities once UW-System completes development of a website with this information.
	d. Participate in developing and sharing applications and ERP add-ons with other campuses.	On-Going	We continue to look for and share software solutions with other universities. Examples include: Whitewater enhanced PS Academic Advising Module and shared with UW - Parkside; GL Interface development was shared with the MILER Group at UW - System
	e. Use the "train the trainer" concept in sending key power users to training offered at a UW-System level. The key power users would help to implement Common Systems initiatives and train others on campus.	Complete	"Train the trainer" approach is widely used for major initiatives such as D2L, WISDM, Kronos and others. We are planning to use it for HRS training as well.
7. Explore campus-wide document imaging with the goal of transitioning to electronic records for easy and	a. Implement record storage for student transcripts (Image Now).	Complete	
	b. Implement Image Now for Financial Aid.	Complete	

Operational Effectiveness

Goals	Objectives	Jan '08 Status	Comments / Recommendations
effective exchange of documents.	c. Explore Image Now for other areas on campus (Admissions, HR, etc.).	Complete	The use of ImageNow for document imaging has been incorporated into the business process of Undergraduate and Graduate Admissions, Human Resources, and Financial Services.
	d. The Office of Admissions will explore an imaging system with the goal of creating a paperless environment.	Complete	The Admissions office is managing electronic documents through ImageNow.
8. Implement Content Management system to support the following objectives: a) increase accuracy of content by deploying a "single source of data" methodology; b) enhance UWW image through common look and feel; c) enable user-friendly content publishing and editing; d) enable easy and effective content review and approval through workflow; e) reduce obsolete content by making it time-sensitive.		Carried Forward	The implementation of the content management system for the UWW web site is nearing completion; by summer 2008, the sites identified for the CMS project should be incorporated, including the academic colleges and administrative campus offices. Use of single source of data is being used in campus news, event promotion, and campus calendars. A new look for the campus web site will be launched in February 2008, which will unify the common look and branding of individual sites that have been incorporated into the CMS. Content contribution for sites in the CMS is being performed by office staff and students with minimal need for training and support. Workflow capabilities for content review and time-sensitivity have yet to be implemented, but will gain priority after the incorporation of the major sites in the CMS. Carried forward to Major Projects: Year 1-3.
9. Enable interactive web-based requests for interoffice services including electronic workflow and electronic sign-offs.	a. Develop a campus policy and secure environment for employing the use of electronic signatures where possible.	Carried Forward	Carried forward to Major Projects: Year 3-5.
	b. Review existing web forms and where appropriate redesign as web entry applications, with workflow to appropriate areas of campus for review.	Carried Forward	Conducted feasibility study for enterprise Content Management system and found the initiative to be cost-prohibitive at this point. Carried forward to Campus Initiatives: Year 1-3.

Operational Effectiveness

Goals	Objectives	Jan '08 Status	Comments / Recommendations
	c. Explore deployment of e-procurement system, including such features as workflow and electronic signature.	Carried Forward	PeopleSoft procurement module is currently being considered and may include this functionality. This is a joint project with the DOA and UW-System Office, per email from Vonnie Buske. Carried forward to Major Projects: Year 3-5.

2005-2008 IT Strategic Plan Status Report

Professional Development

Promote a core competency in the use of technology in the workplace.

Vision Statements

1. UW-Whitewater faculty and staff will actively participate in professional association programs, initiatives, and conferences, and foster initiatives among UWS institutions.

2. UW-Whitewater will develop and offer awareness and training programs to increase staff effectiveness in retrieval and analysis of campus data in support of the management decision making processes.

3. As web-based communication with external and internal audiences becomes a prevalent way of conducting University business, UW-Whitewater will build an awareness of the best practices for effectively reaching the intended audiences through its training programs geared for web content publishers.

4. Information Technology staff will maintain a high level of expertise and awareness of technology trends to provide value on the UW-Whitewater investment in technology

Professional Development

Goals	Objectives	Jan '08 Status	Comments / Recommendations
1. Provide training for faculty and staff in the use of the standard campus suite of software and applications to promote technology competency.	a. Develop standard for minimum core competency in technology. In collaboration with HR integrate these standards into institutional training program. Where appropriate, incorporate these standards into hiring and annual staff evaluation and review process.	Carried Forward	The development of a core competency program is just beginning. Responsibilities have been defined and will be assigned to a position now under recruitment. Carried forward to Campus Initiatives: Year 1.
	b. Continue to evolve training to keep up with advancements in the current campus suite of software and applications.	Carried Forward	On-going. Training for the new version of the MS Office 2007 suite has been developed. As the Adobe products become more widely used on campus, training for the Adobe suite has been expanded in the LTC, and will be added into the program for non-instructional staff as well. Carried forward to Campus Initiatives: Year 1.

Professional Development

Goals	Objectives	Jan '08 Status	Comments / Recommendations
	c. Develop and introduce self-learning modules. Explore possible uses of VTC.COM	Carried Forward	Carried forward to Campus Initiatives: Year 1.
	d. Align training programs with introduction of new technologies on campus . Offer just-in-time training opportunities.	Complete	Training for institutional systems are incorporated as part of the planning process for system implementation; for example the content management system, Office 2007, Kronos time-keeping system. For the CMS and Kronos, training is provided for individuals as they begin to use the system. Office 2007 training has been delivered for workgroups in coordination with the upgrade to the office workstations.
	e. Plan for staff training to assure that Web accessibility guidelines are met in accordance with ADA regulations, nationwide trends and principles of Universal Design.	Complete	Web accessibility guidelines are being managed through the content management system and structured templates. Awareness of accessibility issues is communicated as part of the CMS training as well as the initial site design and development.
2. Provide training for web publishers to support web-based communication and information delivery.	a. As Web-based and e-commerce applications become prevalent, expand staff training in tools for web content publishing.	Complete	Web content publishing has been facilitated by the content management system; the CMS is the primary tool for content contribution in many offices.

Professional Development

Goals	Objectives	Jan '08 Status	Comments / Recommendations
	b. Provide training to web publishers on identifying intended audience and developing effective content to reach it with the appropriate message.	Carried Forward	Plans are just beginning. Marketing and Media Relations and iCIT have been discussing the need to communicate guidelines and best practices for those who publish content on the UWW site. Guidelines are under development. A communication and outreach plan stills needs to be developed. Carried Forward to Campus Initiatives: Year 1-3
3. Assure appropriate level of training for information technology staff to maintain necessary expertise.	a. Continue to fund training and professional development for Information Technology staff.	On-Going	On-going. IT staff receive training and professional development through a mix of campus PDP funding and internal funds. (Ongoing S&S)
	b. Establish annual assessment of existing and expected levels of skills and expertise. Tailor professional development opportunities to bring these skills to the level necessary to support institutional infrastructure and initiatives.	Complete	iCIT staff develop a professional development plan as part of the annual review process.

2005-2008 IT Strategic Plan Status Report

Access & Communications

Foster a sense of community on the UW-Whitewater campus by enhancing communication opportunities and advancing accessibility of resources.

Vision Statements

1. UW-Whitewater faculty, students and staff will be able to use their university credentials to gain access to any of the UW Common systems (Course Management - Desire2Learn; Appointment, Payroll, Benefits System; Kronos work time keeping system; Library software, etc.).

2. UW-Whitewater will maximize the use of Internet and other technologies to facilitate communication both internally and externally.

3. Offices, departments and individuals will be empowered in their decision-making processes by gaining easy access to University information. Common data queries will be shared across departmental and institutional boundaries to leverage individual training, expertise and knowledge.

4. UW-Whitewater will create a friendly and flexible web-publishing environment to enable timely and accurate web content publishing for external and internal audiences.

5. The University of Wisconsin-Whitewater will incorporate principles of Universal Design in development of its information environment to provide access to computer and information technology resources throughout the campus for all.

Access & Communications

Goals	Objectives	Jan '08 Status	Comments / Recommendations
1. Implement interface to UWSA Identification, Authentication, Authorization (IAA) hub to allow UW-Whitewater students and staff to use their University sign on when accessing UW-System systems.	a. Upload student and Staff data to IAA.	Complete	
	b. Interface Desire2Learn Course Management System to UW-Whitewater Active Directory.	Complete	
	c. Interface with APBS / Kronos.	Complete	APBS project has been postponed. Kronos project is not currently taking advantage of the IAA.
	d. Interface with the Library System.	Complete	
2. Enhance access to information for the campus departments by providing easy-to-use reporting capabilities from the data warehouse. This should include student, HR and	a. Test Reporting Data System warehouse and make needed revisions.	Carried Forward	We currently are using Whitewater data for reporting in multiple warehouses supported by UW-System (RDS, CDR, WISDM, and Info Access). We export our data, sometimes daily, to the System as well as request additional Whitewater data to be stored in the warehouses to satisfy our reporting requirements. Carried forward to Campus Initiatives: Year 1-3.

Access & Communications

Goals	Objectives	Jan '08 Status	Comments / Recommendations
Financial records.	b. Develop an environment for the query library. This includes technical infrastructure, standards and best practices and process for query publishing.	Complete	Currently using Hyperion Foundation product to write/distribute reports/queries to multiple users. Used by Registrar, HR, and Financial Service Departments.
	c. Train data custodian areas in Brio reporting and query publishing, as well as the development of appropriate user documentation.	Carried Forward	Hyperion Foundation product is used by Registrar, HR, and Financial Service Departments. Staff was trained on query writing processes. Carried forward to Campus Initiatives: Year 1-3.
	d. Train campus staff on how to run pre-written queries and understand the information included in the reports.	Carried Forward	Training has been provided to end-users by staff in the Registrar's Office so that all most all departments can run their own queries. We now have 66-total users using Hyperion for their reporting needs. Some of the Departments using this feature include: Marketing (C. Andersen), Geography(Linda Becher), Music(Kristi Hill), College of Business(Linda Kinson), Chemistry(Jolene Krahn), Theatre(Linda Marx), and Biology(Terrie Parenteau). Carried forward to Campus Initiatives: Year 1-3.
3. Provide easy access to information and applications for students, faculty and staff by simplifying the log-in process to e-business, administrative and academic systems.	a. Investigate and, if feasible, implement access to all network resources using a single sign on authentication methodology which reflects organizational boundaries and individual roles. Ubiquitous access to all computing resources will be facilitated with implementation of this authentication schema.	Carried Forward	Carried Forward to Major Projects: Year 1-3.
	b. Develop and implement a centralized directory service to facilitate authentication of campus resources to campus users and authorized off campus users, consistent with UW System Identification, Authentication, and Authorization (IAA) standards.	Complete	Novell Identity Management system has been acquired and being implemented. Target: Spring 2008

Access & Communications

Goals	Objectives	Jan '08 Status	Comments / Recommendations
	c. Explore a Web-based portal system to integrate e-business, administrative systems, and academic systems to provide easy-to-use access to information and applications for students, faculty and staff.	Carried Forward	No Progress. Carried forward to Major Projects: Year 1-3.
4. Provide ubiquitous access to technology for all according to the principles of Universal Design.	a. Include individual accessibility criteria in the evaluation phase of software acquisition process. For software with otherwise comparable functionalities, the preference must be given to the software that complies with accessibility standards.	Complete	Web-based applications that are developed in-house by iCIT meet the section 508 guidelines for accessibility.
	b. Deploy assistive software ZoomText and Kurzweil 3000 in General Access Labs.	Complete	Working with CSD and through the support of the Student Tech Fee, the current versions of JAWS, ZoomText and Kurzweil 3000 are available in the GA Labs, Library, CSD, Project Assist, Heide 312, Heide 309, Heide 302, McGraw 127. Deployment in departmental labs is based on needs.
	c. Provide reasonable physical access in classrooms, teaching labs and General Access Computing Labs. Reasonable accessibility to computing environments must also be considered in teaching labs and General Access Computing labs. Similar adjustments should be considered in all other labs and the library. CSD will conduct bi-annual assessment of physical access standards and report on progress in addressing these issues.	Complete	General Access Labs are equipped with designated print release stations and workstations easily accesible to students on wheelchairs. Assistive software including JAWs, Dragon Naturally Speaking and ZoomText are available in all general access labs as well as campus computer labs as needed. iCIT/ITS is in close consultation with CSD to assess and meet the current technology needs of students with disabiity.

Access & Communications

Goals	Objectives	Jan '08 Status	Comments / Recommendations
	d. Electronic material for instruction should be made accessible as feasible.	On-going	D2L, the system that provides a framework for all online courses is 508 compliant, as declared by the vendor. A staff member has been identified and trained to serve in a key consultant role in accessibility of online text and media material. Accessibility is incorporated in all technology workshops for faculty awareness. Captioning of media files is one item that we cannot perform because of the resources it requires as well as lack of demand so far.
	e. Campus should participate in the Web Accessibility Needs Assessment conducted by the Center for Work at UW-Madison through the "Web Accessibility for All" project.	Complete	
	f. Campus should audit and, where possible, enhance such web-based services as University Website, WINS, Desire2Learn, web-based email, and Computer Labs printing interface. Campus should ensure that all new materials published on the web meet accessibility guidelines.	Complete	iCIT provides regular accessibility compliance reports to content contributors. New content published in the content management system will meet accessibility guidelines in the use of the iCIT-developed structured templates.
	g. iCIT and CSD should be included in facilities planning process before funds are approved. (UTC)	Complete	Has not been implemented.
5. Provide web-based location-independent access to information.	a. Transition campus to use network facilities for storing individual and departmental documents. Enable web-based access to documents for faculty and staff.	Complete	
	b. Provide web-based access to email through Outlook.	Complete	

Access & Communications

Goals	Objectives	Jan '08 Status	Comments / Recommendations
6. Expand wireless access to the university network and resources throughout the campus in support of instructional, communication and operational needs.	Leverage benefits of mobile connectivity by enabling students, faculty and staff with portable electronic devices (laptop computers, PDAs, etc.) to connect to UW-Whitewater network resources anywhere on campus for e-mail and Internet access.	Carried Forward	Over 320 wireless access points deployed. 100% of academic buildings have some wireless coverage in public areas and 82% of all campus buildings have some wireless coverage in public areas. Carried forward to Major Projects: Year 1-3.
7. Continue to enhance University web site as a primary way of communication with various constituencies.	a. Complete UW-Whitewater web site transformation to audience-based design.	Complete	Completion in May 2008 with the CMS project and the implementation of the redesigned home page project.
	b. Improve accuracy and timeliness of information.	On-going	The implementation of the content management system has provided for ownership identification and responsibilities Workflow in the future will continue to enhance this ability.
	c. Explore web-based communication tools for collaborative work.	Complete	Conducted need requirements, market analysis and a feasibilty study for a single-point collaboration environment. MS Sharepoint was recommended as a solution, but found to be cost-prohibitive at this point.
	d. Enable audience-specific communication.	Carried Forward	Audience-specific communication has begun to be enabled in the content management system. News releases, and soon announcements and events will be displayed appropriately on audience-specific pages. Carried forward to Campus Initiatives: Year 1-3.