2008 IT STRATEGIC PLAN IMPLEMENTATION GOALS

JANUARY 20, 2009

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)

b. Develop standards for minimum core competency in technology for administrative staff. In collaboration with HR, integrate these standards into the institutional training program. Where appropriate, incorporate these standards into hiring, annual staff evaluation, and review processes. **(B, E**; ProDev 1, a.)

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

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)

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)

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)

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

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)

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

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

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

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

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

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

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**)

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

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

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

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

TIMEFRAME ONE TO THREE YEARS

1. Implement plan for mass communication to campus audiences (see Year 1). (**A, B, C, D, E**; I,III,IV)

   a. Implement a campus events calendar system, leveraging existing tools, such as Resource 25, if possible. (**B, D,** A, C. OpEff 5, d.)

   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.)

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

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

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.)

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

   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.)

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

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)

   a. Evaluate systems with workflow support that are currently available on campus, such as ImageNow and PeopleSoft workflow system, and assess the feasibility of integrating, expanding, or augmenting these tools to provide a unified campus-wide system. (**A, B**, C; OpEff 1, a.)

   b. Implement tools for rapid development of online forms with workflow for data collection. (**B**)

   c. Review existing web forms and, where appropriate, redesign as workflow applications initiated by web-based data entry. (**B**; OpEff 9, b.)

5. Evaluate campus learning spaces based on the state-of-the-art designs and technology. Develop a plan for enhancing these spaces to serve the needs of current and future students. (**E**, E; E-Learning 5,e.; I)

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

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)

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)

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

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)

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

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)

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)

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

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

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)

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

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.)

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)

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

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)

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)

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

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

    b. Survey software.

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

9. Continue to evolve training to keep up with advancements in the current campus suite of software and applications. (**E**; ProDev 1, b.; I, V)

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)

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)

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

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)

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)

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)

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

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)

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

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)

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

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

9. Implement integrated telecommunications billing system. (**B**)

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

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

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

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

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)

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

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

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

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

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

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

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

TIMEFRAME ONE TO THREE YEARS

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

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

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.)

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.)

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

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)

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.)

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)

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)

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

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

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)

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)

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)

TIMEFRAME THREE TO FIVE YEARS

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

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.)

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

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