UPDATE: DECEMBER 2014

2014-2018 IT STRATEGIC PLAN IMPLEMENTATION GOALS

ALIGNMENT

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

UW-W Campus Strategic Plan Areas:	UW-W IT Strategic Plan Areas:
i. Programs & Learning	I. Teaching & Learning
ii. Educator-Scholar Community	II. Research Support
iii. Diversity & Global Perspectives	III. Student Success & Engagement
iv. Regional Engagement	IV. Organizational Effectiveness
v. Professional & Personal Integrity	V. Reliable Technology & Customer Focused Service
	VI. Professional Development

I. TEACHING & LEARNING

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

TIMEFRAME: COMPLETION 2014-2015

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

Initial Timeframe: Initiate 2009, Complete 2011		**Source:** Carried from 2008-2013 ITSP, Educational Foundations, Art & Design
2014 Status: In Progress		**2015 Timeframe:** Begin implementation
2014 Notes:	Campus AV technology standards were defined and implemented. A comprehensive campus-wide audio/visual inventory and review was completed. The findings were utilized as a basis for the campus AV multi-year upgrade strategy. Plan was developed and presented for approval and funding.	
2015 Plans:	Begin implementing campus-wide AV strategy which includes analog to digital migration.	
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.	

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

Initial Timeframe: Added in 2014		Source: ICIT, Theatre/Dance, Sociology, Anthropology & Criminal Justice, CoBE, Educational Foundations
2014 Status: In Progress		2015 Timeframe: Complete in 2015
2014 Notes:	Researched and acquired equipment for 6 video-enabled classrooms	
2015 Plans:	Identify appropriate classrooms (2 – CoBE, 2-L&S, 1-CoEPS, 1-CoAC). Deploy technology. Monitor use. Develop and publish a "decision tree" for the use of video.	

3. Assess limited use software licensing used in special labs and develop a plan for student access outside of the special labs.

Initial Timeframe: Start in 2009		Source: Carried from 2008-2013 ITSP
2014 Status: Completed		
2014 Notes:	Implemented virtual desktop environment for College of Letters & Science, allowing students and staff remote access to specialized software including: *Matlab*, *Adobe Photoshop*, and *SPSS*.	
2013 Notes	Implemented virtual desktop environment for College of Business & Economics allowing students and staff remote access specialized software, *VMware Horizon View.*	
2012 Notes:	General Access lab image advertised and rolled out to general student population. Usage will be monitored and additional licenses purchased as needed.	
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 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.	
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.	

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

Initial Timeframe: Added in 2014		Source: Theatre/Dance, Philosophy and Religious Studies, Languages and Literature, History, Communication Sciences and Disorders, Chemistry, Educational Foundations, counselor Education
2014 Status: In Progress		2015 Timeframe: Complete 2015
2014 Notes:	Upgraded to more intuitive, easier to use for students' version of software. Revamping documentation	
2015 Plans:	Raise awareness about availability of software and support. Work with the Department Chairs and the Learn Center	

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

Initial Timeframe: Added in 2015	**Source:** Languages and Literature, Administrative Affairs
2015 Timeframe: Complete in 2015	
2015 Plans:	Explore demand for advanced SmartBoard training by gathering input from additional academic departments. Leverage expertise of Technology Liaison in College of Education & Professional Studies.

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

Initial Timeframe: Added in 2014		**Source:** Psychology	
2014 Status: In Progress		**2015 Timeframe:** Complete 2015	
2014 Notes:	Deployed WebEx and made available to students to access. WebEx included in Summer Institute to facilitate training.		
2015 Plans:	Conduct needs analysis to gauge departmental need, offer solutions such as WebEx. Raise awareness of availability of solutions.		

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

Initial Timeframe: Complete in 2009		**Source:** Carried from 2008-2013 ITSP, CoBE, CLS, Physics, Sociology, Anthropology & Criminal Justice, Educational Foundations, Theatre/Dance, CLS	
2014 Status: In Progress		**2015 Timeframe:** Complete in 2015	
2014 Notes:	Enabled use of Kaltura in addition to Cisco Show and Share to record, edit, and post videos of students/instructors for self-service video recording using a camcorder or a built-in webcam. Introduced Lynda.com as online training tool for common media software editing systems.		
2015 Plans:	Create video recording matrix to post on UWW website showing self-service video recording options available to students for assignments. Raise awareness of the available solutions among students and faculty. Introduce students to WebEx tools and its abilities to create, host, and record virtual interviews and meetings. Explore methods for which students can utilize tools in collaborative settings. Promote Lynda.com to increase utilization of multimedia technologies and training.		

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

Initial Timeframe: Added in 2014	**Source:** Counselor Education, Educational Foundations, Art & Design
2015 Timeframe: Complete in 2015	
2015 Plans:	Explore ICIT's role in supporting advancement of video game technology for campus stakeholders. Provide recommendations as needed.

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

Initial Timeframe: Added in 2014		**Source:** Special Education	
2014 Status: Initiated		**2015 Timeframe:** Complete in 2015	
2014 Notes:	Enabled UWW access to Google Classroom. Developed Service Level Agreement for dissemination to specific departments that plan to use it as a discipline-specific software.		

2015 Plans:	Make Google Classroom available to faculty and students in the College of Education & Professional Studies. Enable individual academic departments to provide appropriate level of local administration and support.

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

Initial Timeframe: Added in 2014	Source: Psychology, Geography & Geology,
2015 Timeframe: Complete in 2015	
2014 Notes:	Implemented virtual desktop environment for College of Letters & Science, enabling faculty to create an on-demand lab by using student-owned as well as campus-owned loaner laptops in a classroom setting.
2014 Plans:	Review utilization of existing labs, recommend an array of solutions including shared academic labs and virtual laptop labs with VDI.

11. Provide support for EMS software recently purchased by the Counselor Ed. Department (to be used in the Counseling lab and beyond).

Initial Timeframe: Added in 2014	Source: Counselor Educations
2014 Status: Completed	
2014 Notes:	Installed EMS software system and provided server space for hosting. Enabled members of the academic departments to provide appropriate level of local administration and support. ICIT will continue to provide support for equipment and servers hosting the software package.

TIMEFRAME: COMPLETION 2016-2018

1. Improve effectiveness of online course evaluation system.

Initial Timeframe: Started in 2014	Source: ICIT	
2014 Status: In Progress	2015 Timeframe: Complete in 2016	
2014 Notes:	Worked with academic leadership to streamline the intake of faculty requests for online course evaluation. Improved efficiency of generating surveys by enabling ADAs and Department Chairs to manage the course evaluation process. ADAs and Department Chairs are now selecting courses to be evaluated and creating survey content in WINS. Transitioned from the model where ICIT was acting in a role of survey creator, scheduler, content coordinator, and reporting coordinator to a collaborative process between ICIT and the academic departments.	
2015 Plans:	Implement new release of Class Climate that allows distributed survey management. Continue to streamline the process. Further empower and provide tools to ADAs and Department Chairs to enable them to create questionnaires, schedule surveys, manage survey participation reports, and create course survey reports themselves. ICIT will continue to maintain system administration, maintenance, and support functions.	

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

Initial Timeframe: Added in 2009	Source: Carried from 2008-2013 ITSP, Theatre/Dance, Sociology, Anthropology & Criminal Justice, physics, CLS, CoBE, Educational Foundations
2014 Status: In Progress	2015 Timeframe: Complete in 2016

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

ONGOING

1. Promote exploration and adoption of emerging technologies for learning and instructional delivery.

Initial Timeframe: Ongoing		**Source(s):** Carried from 2008-2013 ITSP, Management
2014 Notes:	Proposal and a framework for community of practice for online/blended teaching includes some resources for grants, to fund the exploration of new tools and approaches by faculty.	
2015 Plans:	Establish a standard practice for making faculty and instructional staff aware of CourseSmart and incorporate into course request process for D2L. Launch Community of practice, evaluate effectiveness. Launch Canvas pilot, evaluate effectiveness.	
2013 Notes:	Continued to promote the use of "CourseSmart" eTextbooks with instructors. Implemented CourseSmart/D2L integration for pilot classes. Continued the use of Cisco Show and Share video services with several classes to meet various instructional needs. Mobile technology tools were promoted to faculty during the summer online/hybrid workshop series. Promoted use of mobility tools using standard campus communication channels, including Tech Open House. Shutdown of the UWW Second Life Island at end of 2013.	
2014 Plans:	• Implement D2L/Turning Technologies integration. • Conduct sessions on MOOCs, Flipped Classrooms, and emerging learning technologies. • Support grant work of faculty exploring emerging technologies	

2012 Notes:	Successfully piloted "CourseSmart" eTextbooks with College of Business and Economics. Implemented CourseSmart/D2L integration for pilot classes. Piloted the use of Cisco Show and Share video services with several classes to meet various instructional needs. Mobile technology tools were promoted to faculty during the summer online/hybrid workshop series and Tech Open House.
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.
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." Establish a more formalized way to promote awareness, exploration, and adoption of emerging technologies for learning and instructional delivery.
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. Institute a program to cultivate campus-wide awareness of emerging technologies through demonstrations, seminars and workshops, capitalizing on the knowledge and expertise of our faculty, staff, and students from across campus.

Initial Timeframe: Initiate in 2009		Source: Carried from 2008-2013 ITSP, CLS
2014 Notes:	Developed a proposal and a framework for community of practice for online/blended teaching, which is meant to be a forum for UW-Whitewater instructors to develop, share, and document best-practices in teaching online and blended courses. Part of the community of practice is some money for grants, to fund the exploration of new tools & approaches. Continue Snackables with a focus on teaching challenges.	
2015 Plans:	Community of practice for online/blended teaching will be launching spring 2015. Evaluate effectiveness. Continue Snackables with a focus on teaching challenges.	
2012 Notes:	Developed tutorial videos featuring UW-Whitewater students	

2013 Plans:	• Develop program to ramp up awareness of campus video infrastructure • Develop new training and knowledge transfer program	
2011 Status: Completed	**2012 Timeframe:** Transition to "Ongoing Service"	
2011 Notes:	Supported faculty presentations on emerging technology at 2011 President's Summit on Excellence in Teaching and at the 2011 New Media Consortium International Conference. Developed and delivered six "Snackable Series" sessions on emerging technology during Fall 2010. Developed a "Faculty Best Practices" wiki series that demonstrates/showcases faculty use of emerging technology and includes faculty video testimonials of the pedagogically sound use of technology in teaching and learning.	
2012 Plans:	1. Develop tutorial videos featuring UW-Whitewater students demonstrating their knowledge and expertise in using campus technologies. 2. Continue to develop and deliver "Snackable Series" on emerging technology. -	
2010 Notes:	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:	Support faculty presentations on emerging technology at 2011 President's Summit on Excellence in Teaching and at the 2011 New Media Consortium International Conference.	
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).	

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

Initial Timeframe: Complete in 2009	**Source(s):** Carried from 2008-2013 ITSP, Theatre & Dance	
2014 Notes:	Conducted 102 consultations for faculty in all colleges, but primarily for L&S. Assisted HPERC in bring course content from Health 101	
2015 Plans:	Conduct at least 75 consultations for faculty in all colleges Assist HPERC in incorporating course content from Health 101 into UWW online course for a 3-section pilot. If successful, assist in rolling it out to all courses. Start the conversation at UW about sharing content for common courses.	
2010 Status: Completed	**2011 Timeframe:** Transitioned to ongoing Services	
2010 Notes:	Secured funding for Instructional designer who can help faculty implement best practices in online course design. Consulted with more than 60 faculty and staff in 2010. Twenty-two consultations were completed with faculty and staff who teach online or hybrid courses.	
2009 Notes:	Requested and received a temporary position in LTC to focus on instructional design for online courses. Since October 2008 has consulted with about 50 faculty (several over long periods of time) to design online or hybrid courses and effective use of technology to enhance teaching and learning. Created a position in L&S, with partial focus on assistance with instructional design for LTC faculty.	

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

Initial Timeframe: Added in 2014	Source: IT/BE, Art & Design, Counselor Education
2014 Status: In Progress	2015 Timeframe: Transfer to Ongoing
2014 Notes:	Began recording instructional technology workshop presentations and post them on Youtube for later use, as a means to improve convenience.
2015 Plans:	Snackables workshop series will be presented though WebEx, allowing campus community to join in remotely.

II. RESEARCH SUPPORT
TIMEFRAME: COMPLETION 2014-2015

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

Initial Timeframe: Added in 2014	Source: ICIT, Psychology
2014 Status: In Progress	2015 Timeframe: Complete in 2015
2014 Notes:	Installed new infrastructure and software components in Communication Sciences & Disorders lab and Cognitive science lab.
2015 Plans:	Work with Academic leadership to develop a process to assure adequate planning for research-enabling technology in advance of onboarding newly hired faculty

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

Initial Timeframe: Added in 2014	Source: Undergraduate Research
2015 Timeframe: Complete in 2015	
2015 Plans:	Understand requirements by working with undergraduate research Develop a plan to develop and rollout the application

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

Initial Timeframe: Added in 2014	Source: Undergraduate Research
2015 Timeframe: Complete in 2015-2016	
2015 Plans:	Review needs and assess potential to leverage current campus systems such as Hawk Jobs.

4. Automate undergraduate research project submissions tracking.

Initial Timeframe: Added in 2014	Source: Undergraduate Research
2014 Status: In Progress	2015 Timeframe: Complete in 2015
2014 Notes:	Met with undergrad research to understand the requirements and scope of the project.
2015 Plans:	The application will be developed and implemented during second quarter of 2015. The application will allow students to search for submitted projects. The goal is to use previous submittals as samples for future proposal requests.

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

Initial Timeframe: Added in 2014	Source: Undergraduate Research
2014 Status: In Progress	2015 Timeframe: Complete in 2015

2014 Notes:	Explored new Listerv functionality, including the capabilities to track the number of users reading emails which are sent via newly-created newsletter template developed for MMR.
2015 Plans:	Gauge overall campus demand for Listerv upgrade and feasibility of implementing Listerv upgrade on campus-wide basis. Generate web traffic report - upon request - detailing web traffic and traffic patterns related to specific pages and announcements.

6. Create centralized resource/ establish enterprise license for Adobe software products.

Initial Timeframe: Added in 2014	**Source:** Arts & Design
2014 Status: Completed	
2014 Notes:	Obtained Adobe Creative Cloud Suite site license, made it available to all staff/faculty for download using ZenWorks.

7. Assure that Faculty have access to most common statistical packages other than SPSS.

Initial Timeframe: Added in 2014	**Source:** Management
2014 Status: Complete in 2015	
2014 Notes:	Surveyed faculty to determine their needs for statistical packages. Results showed that more than 60% of Faculty prefer SPSS. Concluded that demand for other statistical packages can be addressed by request, rather than by site license. Identified faculty who required SAS. Acquired SAS software licensing and installed on 13 faculty machines (twelve in CoBE and one in Math Department)
2015 Plans:	Deploy SAS software in HH 3101.

III. STUDENT SUCCESS & ENGAGEMENT
TIMEFRAME: COMPLETION 2014-2015

1. Develop a plan for supporting instruction for non-traditional students (synchronous and asynchronous methods).

Initial Timeframe: Initiate 2009	**Source:** Carried from 2008-2013 ITSP
2014 Status: Completed	
2014 Notes:	Deployed Lynda.com to promote understanding of basic technology skills for nontraditional students. Enabled use of web and video conferencing services for remote learning.
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.
2010 Notes:	• Tools used for distance learning apply to some categories of non-traditional students. Enhancements included updating online materials for students new to the D2L, 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 Notes:	In 2009, ICIT launched an online repository of web-based materials for student reference, 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.

2. Explore live chat services for possible use by Admissions, Helpdesk, Registrar, and Advising.

Initial Timeframe: WebEx upgrade in 8/2011		Source: Carried from 2008-2013 ITSP
2014 Status: Completed		
2014 Notes:	Leveraged existing Jabber technology to successfully implement the live chat solution for Admissions. As a result realized savings, since this solution did not require additional investment compared to other proposed alternatives.	
2012 Notes:	Migration the campus to VoIP included rollout Jabber chat. Admissions uses Jabber Video Chat from remote locations.	
2013 Plans:	Explore possibility of communication with students via chat.	
2012 Plans:	Demonstrate current technology capabilities to business units so that they may consider options available to them.	

3. Explore and expand new video-based technologies to improve student experience. Enable students to create and enter WebEx meetings so they can complete group work without faculty involvement.

Initial Timeframe: Added in 2014	Source: College of Business & Economics
2014 Status: Completed	
2014 Notes	Enabled this functionality in Fall 2014 – meet.uww.edu

4. Enhance the recruitment process. Tablets could take the place of a physical "UWW prospect card".

Initial Timeframe: Added in 2014	Source: Admissions
2014 Status: Completed	
2014 Notes	Recruitment card application has been developed and deployed : http://www.uww.edu/admissions/request-info

5. Enable new students to check their email and even use Tech Quest before Plan-It Purple.

Initial Timeframe: Added in 2014		Source: First Year Experience
2014 Status: In Progress	2015 Timeframe: Complete in 2015	
2014 Notes:	Student lifecycle project completed which provisions the student email at the time they are admitted. Students are notified of the email account in their admissions letter.	
2015 Plans:	With the new ISE system managing access to campus Wi-Fi, enable redirecting new students to a special welcoming webpage describing services available to them.	

6. Create a Testing Center.

Initial Timeframe: Added in 2014	Source: Academic Advising
2014 Status: Completed	
2014 Notes:	Assured that new computers and proprietary software installed in the newly built Hyer Hall testing center adhere to the stringent criteria set forth by the department requirements.

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

Initial Timeframe: Added in 2014	Source: Undergraduate Research, College of Education & Professional Studies, Center for Students with Disabilities.
2015 Timeframe: Complete in 2015	
2015 Plans:	Explore potential software options to help improve efficiency of using social media.

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

Initial Timeframe: Added in 2014	Source: College of Business & Economics
2014 Status: In Progress	2015 Timeframe: Complete in 2015
2014 Notes:	Deployed media streaming technology. Transition CoBE and MMR video content to the new streaming environment
2015 Plans:	Transition the rest of the campus video content to the new environment

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

Initial Timeframe: Added in 2014	Source: Matt Aschenbrener – AVC of Enrollment and Retention
2015 Timeframe: Complete 2015-2016	
2015 Plans:	Find out what kind of data is currently being captured and how it can be made available for analysis.

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

Initial Timeframe: Added in 2014	Source: Academic Advising
2014 Status: In Progress	2015 Timeframe: Complete in 2015-2016
2014 Notes:	Provided WINS student data to support Department of Computer Science's pilot of the custom four year plans for students in the department of Computer Science.
2015 Plans:	Evaluate outcomes and scalability of the Computer Science Dept. initiative. Explore other options to allow all UW – Whitewater students to build a custom four years plan for their program of choice.

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

Initial Timeframe: Added in 2014	Source: Registrar
2014 Status: In Progress	2015 Timeframe: Complete in 2015-2016
2014 Notes:	The online version of catalog, using CourseLeaf, was implemented in Fall 2014. Starting with academic year 2014 – 2015, the undergraduate catalog will be available online and in PDF format. The project involved significant data integration with WINS.
2015 Plans:	Explore the integration with schedule of classes search and AAR.

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

Initial Timeframe: Added in 2014	Source: First Year Experience
2015 Timeframe: Complete in 2015	
2015 Plans:	Work with Director of FYE, to develop common course template in D2L and offer assistance with disseminating this to NSS instructors.

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

Initial Timeframe: Added in 2014		Source: Admissions
2014 Status: In Progress	2015 Timeframe: Complete in 2015	
2014 Notes:	Explored options to allow students to develop customized course schedules. Selected Course Scheduler as a preferred solution.	
2015 Plans:	Assist Registrar with implementation of Course Scheduler software	

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

Initial Timeframe: Added in 2014		Source: Career & Leadership Development
2014 Status: In Progress	2015 Timeframe: Complete in 2015	
2014 Notes:	Met with the CLD on determining the initial requirements. Confirmed that OrgSync will meet their needs.	
2015 Plans:	Implement OrgSync during the second quarter of 2015.	

13. Enable mobile apps for student services.

Initial Timeframe: Added in 2014		Source: Financial Aid
2014 Status: In Progress	2015 Timeframe: Complete in 2015	
2014 Notes:	Explored the feasibility of implementing these applications: To Do List, Class Schedule, Class Search, Enrollment; Grades, Student Financials, Financial Aid Awards, and Holds.	
2015 Plans:	Begin implementation.	

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

Initial Timeframe: Added in 2014		Source: Admissions
2014 Status: In Progress	2015 Timeframe: Complete in 2015	
2014 Notes:	Implemented Perceptive capture transcript system that performs an Optical Character Recognition (OCR) operation and pulls the data off the transcript and loads it to a staging table. The logic then does search match, sends the matched ones to a verifier, someone verifies it, and then releases it to WINS.	
2015 Plans:	Implement the Perceptive Solution that allows for data to be integrated with WINS.	

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

Initial Timeframe: Added in 2014		Source: Admissions, FP&M
2015 Timeframe: Complete in 2015		
2014 Notes:	Eric Compas, Director of Pangea Studios and Asst. Prof in Geography & Geology dept. presented GIS-based approach to virtual campus tour to MMR and Academic Affairs leadership.	
2015 Plans:	Evaluate Pangea's proposal to create virtual campus tour. Develop plans based on the results of this evaluation.	

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

Initial Timeframe: Added in 2014		Source: First Year Experience
2015 Timeframe: Complete in 2015		
2015 Plans:	Collaborate with FYE to distill project goals. Explore technological solutions and recommended best available option.	

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

Initial Timeframe: Added in 2014	Source: CoBE
2015 Timeframe: Complete in 2015	
2015 Plans:	Explore potential for uploading of WINS (classes taught) and Class Climate (data from student evaluations) information into *Digital Measure System*, develop recommendations.

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

Initial Timeframe: Added in 2014		Source: CoBE
2014 Status: In Progress	2015 Timeframe: Complete in 2015	
2014 Notes:	Collaborated with Online Student Orientation Task Force to implement a new orientation program for online students. ICIT will provide support and training to enable task force members to create orientation program using D2L.	
2015 Plans:	Pilot online student orientation program in summer of 2015. Enable student organizations to utilize WebEx , which would allow for the inclusion of online students in on-campus student organization meetings and events.	

19. Support Digital Storytelling methodology.

Initial Timeframe: Complete in 2009		Source: Philosophy and Religious Studies, Sociology, Anthropology, & Criminal Justice
2014 Status: In progress	2015 Timeframe: Transition to ongoing	
2015 Plans:	A digital storytelling workshop - along with associated promotion and outreach - will be offered to faculty in the Fall of 2015. One-on-one digital storytelling training will be provided to faculty upon request.	
2010 Status: Completed		
2009 Notes:	Ten faculty received training in May 2009 on digital storytelling from a collaborative workshop with the LTC and Jim Winship. During fall semester, 10 faculty used digital storytelling in courses: Bhattacharyya, Juk; Rhine, Marjorie E; DeVore, Simone J; Burkholder, Jo Ellen; Chandler, William L; Reinhart, David L; Kato, Kasumi; DePaul, Roxanne; Nath, Leda E; White, Max L; Casey, Patricia L	

20. Provide access to technology, software, and environments (e.g. computer labs) used in K-12 schools to Business Education students.

Initial Timeframe: Added in 2014		Source: IT/BE
2014 Status: in Progress	2015 Timeframe: Complete in 2015	
2014 Notes:	Enabled use of Google Classroom for CoEPS and explored introduction of Cromebooks for teacher education. Upgraded SMARTboard technology to facilitate the implementation of new version of SMARTboard software.	
2015 Plans:	Explore whether these technologies address Business Ed needs, develop plans accordingly.	

21. Improve digital signage system for College of Business & Economics to allow easy set up for fades, transitions, and motion graphics.

Initial Timeframe: Added in 2014	Source: College of Business & Economics
2014 Status: Completed	
2014 Notes:	Transitioned to Appspace Digital Media system that enables this functionality.

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

Initial Timeframe: Added in 2014	Source: FP&M
2015 Timeframe: Complete in 2015	
2014 Notes:	Explore solutions for audio-activated electronic building directories.
2015 Plans	Develop a prototype. Conduct Pilots in McGraw and Upham Halls.

TIMEFRAME: COMPLETION 2016-2018

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

Initial Timeframe: Added in 2014		Source: Admissions
2014 Status: In Progress		2015 Timeframe: Complete in 2016
2014 Notes:	• Documented existing process and communication flows. Worked with Admissions, CoBE and Grad School staff to research available options. • Software selection process completed based on input from Admissions, CoBE and Grad School • Negotiated contract, purchased software, developed implantation plan.	
2015 Plans:	• Finalize the project plan based on input from other customers • Deploy Software • Improve Admissions processes and implement them in the deployed software • Vendor configuration and training with BA support from ICIT to assist other campus units after admissions deployment	

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

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

Initial Timeframe: Added in 2014	Source: Academic Advising
2015 timeframe: Complete in 2016	
2015 Plans: Explore available solutions, provide recommendations.	

   b. Replace pager system currently used in Dining Services.

Initial Timeframe: Added in 2014		Source: University Center
2015 Timeframe: Complete in 2016		
2015 Plans:	Explore available solutions, provide recommendations.	

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

Initial Timeframe: Added in 2014		Source: Career & Leadership Development
2015 Timeframe: Complete in 2016		
2015 Plans:	Explore Hawkjobs functionality. Develop implementation plans and roll out upgraded service.	

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

Initial Timeframe: Added in 2014	Source: Academic Advising
2015 Timeframe: Initiate in 2016-2018	

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

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

2014 Notes:	The AAR process has been stabilized
2015 Plans:	Review plans for additional functionality

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

Initial Timeframe: Added in 2014	Source: Matt Aschenbrener – AVC of Enrollment and Retention
2015 Timeframe: Complete in 2016	
2015 Plans:	Identify student data that can be used for predictive analytics, develop strategy, provide recommendations

6. Enable students to access police services via text.

Initial Timeframe: Added in 2014	Source: Campus Police
2015 Timeframe: Complete in 2016-2017	
2015 Plans:	Identify specific use cases when it is desirable for students to access police services via text. Review available solutions, provide recommendations.

7. Common documenting tool for academic advising.

Initial Timeframe: Added in 2014	Source: Matt Aschenbrener – AVC of Enrollment and Retention
2015 Timeframe: Complete in 2016-2017	
2015 Plans:	Review obstacles and barrier to expanding existing First-Year Advising system to upper classmen advising. Develop plans based on outcomes of this review.

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

Initial Timeframe: Added in 2015	Source: Registrar
2015 Timeframe: Complete in 2016-2018	
2015 Plans:	Coordinate with Registrar's office to determine feasibility of the project, based on available resources in 2015. Conduct requirements gathering process to determine solutions to current issues, pending resource availability.

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

Initial Timeframe: Added in 2014	Source: Admissions
2015 Timeframe: Complete 2016-2018	
2015 Plans:	Explore options and provide recommendations

ONGOING

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

Initial Timeframe: Initiated 2011	Source(s): Carried from 2008-2013 ITSP, College of Business & Economics
2014 Notes:	Deployed Lynda.com – a unified knowledge base of short training videos - to promote understanding of basic technology skills for students and provide self-service resolutions related to commonly used technologies. Posted documentation related to using common campus technologies – such as E-portfolios, email, and Google Apps for Education – and posted to new ICIT website. Developed and deployed student IT training program focusing on four tracks: customer service, professional ethics, network desktop support, Excel, Jabber, Google Apps for Education, and SPSS.

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

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

Initial Timeframe: Initiated 2009		Source(s): Carried from 2008-2013 ITSP, Matt Aschenbrener-AVC of Enrollment and Retention
2014 Notes:		Collaborated with First Year Experience to improve TechQuest modules based on student employee feedback. Improved usability by revising quizzes and creating a template course to share with stakeholders. Expanded TechQuest course access dates to allow students more flexibility in completing modules. Promoted TechQuest to parents at freshman Plan-It Purple sessions.
2015 Plans:		Revise TechQuest training module to be more engaging and meet the needs of contemporary students. Include additional security modules based on need. Explore expansion of TechQuest requirements and modules for transfer student. Create a repository for all TechQuest-related SOPS and expand documentation for program manager.
2013 Plans:		Develop TechQuest modules for targeted student constituencies (i.e. online students, grad students, non-traditional students, upper classmen, veterans).
2011 Notes:		Working with Advising and FYE, created enhanced new student and transfer student orientation program, TechQuest, using D2L. Launched successfully in fall 201.1 Presented technology overview to parents of new students at PIP events.
2012 Plans:		Deploy select TechQuest modules to targeted student constituencies (i.e. online students, grad students, non-traditional students, upper classmen, and veterans).
2010 Notes:		Developed D2L online student tutorials and documentation.
2011 Plans:		Work with Advising and FYE to provide supplemental D2L training for identified groups of students.
2009 Notes:		Developed and delivered a new technology orientation program for transfer student orientation. Developed an enhanced program for freshman orientation, including ICIT training of Hawksquad staff for PIP, presentation to 1,800 freshmen, and creation of an online repository of web-based materials for student reference.

IV. ORGANIZATIONAL EFFECTIVENESS

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

TIMEFRAME: COMPLETION 2014-2015

1. 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.

Initial Timeframe: Initiate, complete planning in 2009	Source: Carried from 2008-2013 ITSP
2014 Status: Completed	
2014 Notes:	Expanded the plan to include 4 components: Deploy event calendar system – completed. Goal: increase adoption Enhance Public announcement system Improve accuracy, quality and timeliness of published content Enable more granular targeting of campus communications.
2013 Notes:	Proposed a project to revamp the campus announcement system.
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 Notes:	Components of the campus communications were identified and prioritized. Priority 1: Deploy Events Calendar – completed. Priority 2: Enhance Campus announcements

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

Initial Timeframe: Initiate in 2009, complete in 2011	Source: Carried from 2008-2013 ITSP
2014 Status: In Progress	**2015 Timeframe:** Complete in 2015
2014 Notes:	Completed implementation of Ingeniux Content Management System which enables content publishers to establish a date for content removal, and then automatically remove the expired content on that date. Provided appropriate training to content publishers. Created a group of top-tier users to help propagate the best practices of content publishing.
2015 Plans:	Engage Ingeniux to audit the entire UWW website identifying potentially obsolete content. Work with individual units to update content. Implement a process to generate customized reports for out-of-date content. Review and update policies as needed.

   b. Research and implement solution to enhance campus announcements.

Initial Timeframe: Initiate in 2009, complete in 2011	Source: Carried from 2008-2013 ITSP
2014 Status: In Progress	**2015 Timeframe:** Complete in 2015
2014 Notes:	ICIT in collaboration with MMR researched a variety of solutions. In the end the choice was to pilot existing ICIT tool – Listserv to improve interface for the "UW-Whitewater This Week" communication. ICIT is customizing the template to meet MMR requirements.
2015 Plans:	Pilot Listserv with the new interface for couple of months to make sure it meets MMR's needs. Upgrade the Listserv tool to the current release

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

Initial Timeframe: Initiate in 2015	Source: Carried from 2008-2013 ITSP
2015 Timeframe: Complete in 2015	
2015 Plans:	Identify faculty/staff groups and categories for communication purposes. Evaluate options, recommend a solution.

d. Increase adoption of event calendar.

Initial Timeframe: Initiate in 2009, complete in 2011		Source: Carried from 2008-2013 ITSP, Career & Leadership Development
2014 Status: In Progress		2015 Timeframe: Complete in 2015
2014 Notes:	Increased usage of RSS feeds on various campus website to increase awareness of centralized calendar. Focused on guiding users to centralized calendar rather than completing customized calendar. Ongoing effort to inform campus community to use event calendar.	
2015 Plans:	Facilitate more connections to campus calendar from announcements.	

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

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

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

Initial Timeframe: Initiate in 2014		Source: ICIT, CoBE
2014 Status: In Progress		2015 Timeframe: Complete in 2015
2014 Notes:	• Identified current state course scheduling processes and process improvements • Created future state processes with implementation plan • Upgraded R25 software to Schedule25/25Live • Piloted use of Schedule 25 for Spring 2015 course scheduling	
2015 Plans:	• Deploy process for maintaining room data for CDR facilities reporting and utilization reporting • Use new processes for course scheduling starting Fall 2015 • Transition to using 25Live for event scheduling • Transition to using 25Live for all room scheduling across campus	

5. Automate staff recruitment and employment process.

Initial Timeframe: Initiated in 2009		Source: Carried from 2008-2013 ITSP, College of Education & Professional Studies, Administrative Affairs
2014 Status: In progress		2015 Timeframe: Complete in 2015
2014 Notes:	Facilitated a cross-functional group for TAM adoption. TAM is piloted with the College of Education and Professional Studies, global studies and ICIT.	
2015 Plans:	Gather feedback from the pilot groups. Develop a plan and work with HRS to implement the changes based on the priority determined by the implementation team. Develop a rollout plan to the entire campus. Implement the system across all colleges and departments at UW-Whitewater. Perform a fit/gap analysis to determine how TAM can be used for the university personnel recruitment.	

2013 Notes:	HR Director worked with ICIT and UW-System (UWS) to review and compare UWW-TAM and UWS – TAM. Based on this assessment it was decided that HR would like to pursue the UWS – TAM. The project to implement UWS – TAM was put on a temporary hold.
2012 Notes:	The HR Director decided to postpone the implementation of the Talent Acquisition Manager (TAM) system until an assessment has been performed to understand the functionality of the UWS TAM.
2013 Plans:	Assess UWS TAM functionality to determine the fit-gap of the system at UWW. Assessment will include meeting with other UWS campuses that have implemented UWS TAM and also meeting the Service Center staff for understanding the TAM functionality. After completion of this assessment develop a plan to begin the process of implementing TAM at UWW.
2011 Notes:	In light of heavy workload associated with implementation of the new HRS, HR Director decided to postpone until UWS TAM is available.
2012 Plans:	Assist with incorporating UWS TAM component into university practices.
2010 Notes:	Moved the UW-WHRS/TAM Application to production environment in August 2010. Started conducting recruitment process in TAM in December 2010 .
2011 Plans:	Expand the use of the HRS/TAM for all Unclassified hiring efforts at UW-W.
2010 Plans:	Complete the installation of HRS/TAM at UW-Whitewater in 2010

6. 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.

Initial Timeframe: Complete in 2011		Source: Carried from 2008-2013 ITSP
2014 Status: Completed		
2014 Notes:	Transitioned all sites listed under the 2014 plans.	
2013 Notes:	The following sites were transitioned to the new content management system • Young Auditorium • Residence Life	
2014 Plans:	Complete transitioning the following sites: • Camps & Conferences • Continuing Education • Graduate Studies • College of Arts & Communications • Alumni • College of Education • Admin Affairs • Career & Leadership Development • Academic Affairs/Provost • Multicultural Affairs & Student Success • CSD • ICIT • Student Affairs • WISC/SBDC Develop new web template that enhances the current mobile view of the websites. Deploy the ICIT website using this new design.	
2012 Notes:	The following sites were transitioned in 2012: • Library • Financial Aid • Undergraduate Research • AAEC • Academic Standards	

	• Testing Office • First Year Experience • Registrar • College of Business and Economics • Foundation
2013 Plans	Complete transitioning the following sites: • Camps & Conferences • Continuing Education • Graduate Studies • College of Arts & Communications/Young Auditorium • Alumni • College of Education • Residence Life • Admin Affairs • Career & Leadership Development • Academic Affairs/Provost • Multicultural Affairs & Student Success • CSD • ICIT • Student Affairs • WISC/SBDC
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.
	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 Notes:	The Ingeniux software solution was acquired and being deployed.

7. Implementation of BadgerTrac System for Campus Police.

Initial Timeframe: Added in 2014	**Source:** Campus Police
2014 Status: Completed	
2014 Notes:	Implementation completed in May 2014

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

Initial Timeframe: Added in 2014		**Source:** University Center, University Technology Committee
2014 Status: In progress	**2015 Timeframe:** Complete in 2015	
2014 Notes	Developed and launched webpages, as part of new ICIT website, dedicated to understanding and using effectively campus data storage options. This includes a webpage comparing network and cloud storage options for students, faculty and staff, this page includes information on best options for storing	

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

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

Initial Timeframe: Added in 2014		**Source:** College of Education & Professional Studies
2014 Status: In Progress	**2015 Timeframe:** Complete in 2015-2016	
2014 Notes:	Completed requirements gathering and design for licensure tracking	
2015 Plans:	Implement the program for licensure tracking during the second quarter of 2015. Completed requirements gathering and design for a placement tracking system	

10. Transition from in-house developed SAP (Satisfactory Academic Progress) functionality to leveraging PeopleSoft-delivered code.

Initial Timeframe: Added in 2014	**Source:** Financial Aid
2014 Status: Completed	
2014 Notes:	Project was completed and implemented.

11. Travel Expense Reports online.

Initial Timeframe: Added in 2014		**Source:** Administrative Affairs, Financial Aid
2014 Status: In progress	**2015 Timeframe:** Complete in 2015	
2014 Notes:	This is a UW System initiative. Financial Services began piloting in 2014	
2015 Plans:	Complete campus rollout in 2015	

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

Initial Timeframe: Added in 2014	**Source:** Campus Police
2015 Timeframe: Complete 2015-2016	
2015 Plans:	Explore capabilities of the systems used by Police Dept. and other technology solutions.

13. Integrate PIP registration with WINS.

Initial Timeframe: Added in 2014		**Source:** First Year Experience
2014 Status: In Progress	**2015 Timeframe:** Complete in 2015	
2014 Notes:	Engaged with the customers to determine their requirements. Based on their requirements four options were developed and we selected the option that best leveraged the current toolset and technology that is being used. The implementation of this project saved approximately $20,000 annually (fees for the EBMS system they were using) – this was charge being assessed to the new students. Additionally, the various administrative offices saved a total 0.3 – 0.5 FTE.	
2015 Plans:	The process will be rolled out for the Summer and Fall PIP sessions.	

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

Initial Timeframe: Added in 2014	Source: Bookstore
2015 timeframe: Complete 2015-2016	
2015 Plans:	Investigate approved mobile commerce vendors through the pcisecuritystandards.org as well as investigate whether or not our acquiring bank has any offerings.

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

Initial Timeframe: Added in 2014		Source: College of Business & Economics
2014 Status: In Progress	**2015 Timeframe:** Complete in 2015	
2014 Notes:	Selected and deployed software to the main ICIT AV-Checkouts center in May 2014. Deployed software to the College of Business and Economics in July 2014	
2015 Plans:	Expand use to the College of Letters and Sciences in Q1 2015 Expand to other colleges and areas of campus as interested Investigate reporting capabilities and develop standard reporting options	

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

Initial Timeframe: Added in 2014		Source: Campus Police
2014 Status: In Progress	**2015 Timeframe:** Complete in 2015-2016	
2014 Notes:	UW-Whitewater submitted a Wisconsin's Citation Tracking Implementation Grants that assists enforcement agencies in developing their capacity to enter and transmit the greatest le number of electronic records to the State of Wisconsin as soon as possible. This will increase the number of electronic citations and crash reports issued, and it will expand the ability to use and share the electronic data for problem identification, program development and resource allocation.	
2015 Plans:	Develop an implementation plan and schedule.	

17. Automate transfer of student information from WINS to CSO (student employment management software), specifically when an individual transitions from being a student to being an alumni, as well as enhance mapping of students majors.

Initial Timeframe: Added in 2014	Source: Career & Leadership Development
2014 Status: Completed	
2014 Notes:	The CSO project has been implemented. Data updates in CSO are completed so the major mapped properly between WINS and CSO for current students and alumni.

18. Implement online grade changes.

Initial Timeframe: Added in 2014	Source: Registrar
2014 Status: Completed	
2014 Notes:	The online grade change project was implemented during the first quarter of 2014. This project allowed instructors to submit grade changes for students in an automated fashion, which was then incorporated into the Grade Change process in WINS (by design this is still manual). The project leveraged Oracle delivered Automated Workflow Engine (AWE) functionality. Produced a training video to facilitate adoption.

19. Develop import of student information from WINS into Badge SE.

Initial Timeframe: Added in 2014	Source: Campus Police
2014 Status: Completed	
2015 Notes	WINS import to Badge SE system was implemented.

20. Assure more consistently with online web forms used for administrative processes.

Initial Timeframe: Added in 2014	Source: Career & Leadership Development
2015 Timeframe: Complete in 2015	
2015 Plans:	Audit website to identify all web forms used for internal processes, recommend appropriate action.

21. Enable University Center staff to use standard campus classroom image on their computers to make faculty and student experience more consistent.

Initial Timeframe: Added in 2014	Source: University Center
2014 Status: Completed	
2014 Notes:	Shared campus classroom computer image with UC staff

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

Initial Timeframe: Added in 2014	Source: Facilities Planning & Management, University Center
2015 Timeframe: Complete in 2015	
2015 Plans:	Upgrade TMA application to the web based version, which would allow Facilities workers to access TMA from any device. It is expected that more users will access TMA after the upgrade and that training and change management will be a part of the project. 2015 plans also include: • Automate interfaces to GL and reporting • Data cleanup on buildings and rooms to be consistent with the rooms master data definitions • Review the configuration for workflow improvements and ease of use. • Training for users and deploy the upgraded application

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

Initial Timeframe: Added in 2015		Source: ICIT, Facilities Planning & Management
2014 Status: In Progress	2015 Timeframe: Complete in 2015	
2014 Notes:	In collaboration with UW-Digital ID service administered deployment of multi-factor authentication to over 30 core users of SFS (Shared Financials System).	
2015 Plans:	Explore deployment of multi-factor authentication for staff with access to sensitive data in WINS	

24. Establish a process for scheduling courses on a grid. Assure that exceptions and anomalies are detected.

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

25. Eliminate paper process for employee leaves and absences.

Initial Timeframe: Added in 2014	Source: Undergraduate Research
2014 Status: Completed	
2014 Notes	Online processes for submitting and approval of leaves and absences was enabled in HRS.

26. Develop a system for student hiring.

Initial Timeframe: Added in 2014		Source: Financial Aid
2014 Status: Imitated	2015 Timeframe: Complete in 2015	
2014 Notes:	Explored scope and requirements of project.	

2014 Plans:	Coordinate with Human Resources & Diversity office to develop an application to facilitate student hiring process. Test and deploy application for departmental use.

27. Automate curricular change/proposal process.

Initial Timeframe: Added in 2014		Source: Special Education
2014 Status: In Progress	2015 Timeframe: Complete in 2015	
2014 Notes:	Gathered requirements and completed initial pilot of the CourseLeaf Curriculum Management System (CIM)	
2015 Plans:	Implement CIM to be used by all faculty and some academic instructional staff	

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

Initial Timeframe: Added in 2014		Source: University Center
2014 Status: In progress	2015 Timeframe: Completed 2015-2016	
2014 Notes:	Provided Technology RFP language	
2015 Plans:	• Consultant will be used to get to short list of vendors • Technology requirements will be reviewed to ensure data privacy and security along with PCI compliance is followed • Assist with vendor selection and implementation planning	

29. Enhance Telepresence connection with WebEX.

Initial Timeframe: Added in 2014	Source: Educational Foundations
2014 Status: Completed	
2014 Notes:	Telepresence linked with WebEX.

30. Provide self-service tools for TelePresence and other video connections.

Initial Timeframe: Added in 2014	Source: CoEPS
2014 Status: Completed	
2014 Notes:	Produced and posted self-service documentation for web conferencing systems and related technologies, including: WebEx, VoIP Phones, and Jabber.

31. Enable the use of Jabber on mobile computing devices.

Initial Timeframe: Added in 2014	Source: CoEPS
2014 Status: Completed	
2014 Notes:	Enabled access to Jabber for use on mobile devices. Available to campus community upon request.

32. Enable video conferencing on mobile devices for FP&M staff using instructionally owned mobile devices.

Initial Timeframe: Added in 2014	Source: Administrative Affairs, FP&M
2015 Timeframe: Complete in 2015	
2015 Plans:	Provide device acquisition services and expertise. Enable Jabber for mobile to allow for video conferencing, and provide support for standard mobile technologies and applications used on campus.

TIMEFRAME: COMPLETION 2016-2018

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

Initial Timeframe: Initiate 2010. Initiated in 2009	Source: Carried from 2008-2013 ITSP
2015 Timeframe: Complete in 2015-2018	

2015 Plans:	Re-assess institutional need and resources to initiate the project		
2013 Status:	On Hold		
2013 Notes:	DAM grant was not approved. Awaiting UWS adoption of a video management tool to determine next steps. Need for a DAM tool increases yearly. Consider submitting another SI grant application in Nov. 2013.		
2012 Notes:	In Fall 2012 ICIT re-submitted a Strategic Initiative grant proposal to fund a Digital Asset Management (DAM) system. The DAM would provide the technical infrastructure to store, organize, and archive digital images, as well as to manage access for instructional or administrative purposes.		
2013 Plans:	If approved, evaluate DAM solutions, recommend preferred option, and begin deployment.		
2012 Plans:	In collaboration with CoAC research solutions for Digital Asset Management (DAM), make recommendation.		
2010 Notes:	No progress made due to limited staffing resources.		
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		

2. Implement integrated telecommunications billing system.

Initial Timeframe: Complete in 2009		Source: Carried from 2008-2013 ITSP
2014 Status: In Progress	2015 Timeframe: Complete in 2016	
2014 Notes:	Enhanced billing system to support campus-wide VoIP rollout.	
2015 Plans:	Enable self-service for department associates to view their phone-related charges	
2009 Status: Completed		

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

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

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

Initial Timeframe: Added in 2014	Source: Campus Police
2015 Timeframe: Complete in 2016	
2015 Plans	Explore improved web form functionality offered with Ingeniux and Qualtrics form tools. Select the best option and implement in 2016.

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

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

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

Initial Timeframe: Added in 2014		Source: Administrative Affairs
2014 Status: In Progress	2015 Timeframe: Complete in 2016-2018	
2014 Notes:	A kickoff meeting was held.	
2015 Plans:	Develop a charter to understand goals, scope, resources needed, and an implementation schedule.	

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

Initial Timeframe: Added in 2011		Source: Carried from 2008-2013 ITSP
2014 Status: Carried to 2015 strategic plan	2015 Timeframe: Address in 2016-2018	
2015 Plans:	None	

8. Enterprise system for student employee scheduling.

Initial Timeframe: Added in 2014	Source: University Center
2015 Timeframe: Complete in 2016-2018	
2015 Plans:	Explore solutions used by various units on campus, including VSS Pro-Scheduler used by FP&M, recommend technology that addresses campus-wide needs.

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

Initial Timeframe: Added in 2014		Source: Administrative Affairs
2014 Status: Initiated in 2014	2015 Timeframe: Complete in 2016-2017	
2014 Notes:	Began conversation with UW-Platteville about potential collaboration in the area of SFS and HRS reporting and Business Intelligence.	
2015 Plans:	Evaluate collaboration opportunities with UW-Platteville. Develop plans based outcomes of this collaboration.	

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

Initial Timeframe: Added in 2014		Source: Campus Police, Administrative Affairs, CoBE, FP&M
2014 Status: In Progress	2015 Timeframe: Complete in 2017-2018	
2014 Notes	Completed "one-button" integration for audible notifications. Enable Dispatch services activate the emergency notifications. In collaboration with Police and MMR successfully completed several tests of the emergency network. Installed additional VoIP speakers in several buildings to assure needed coverage.	
2016 Plans:	Investigate feasibility of consolidating Emergency Messaging and creation of email templates. Investigate integration with digital signage. Develop and deploy integration technology when the number of digital signs around the campus warrants the investment. Re-design emergency website to assure it can sustain high load during an emergency event. Explore the need for SMS emergency messaging system.	

11. Having access to faculty syllabi would be very helpful for textbook staff to determine if a book is going to be used later in the term or if they can return excess stock to the publisher.

Initial Timeframe: Added in 2014	Source: Bookstore
2015 Timeframe: Complete in 2016-2018	
2015 Plans:	Explore options to notify Bookstore staff about textbook selection for the upcoming terms.

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

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

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

Initial Timeframe: Added in 2014	Source: Campus Police
2015 Timeframe: Complete in 2017	
2015 Plans:	Review functionality of enterprise solution in light of Campus Police needs, and develop a transition plan.

V. RELIABLE TECHNOLOGY & CUSTOMER FOCUSED SERVICES

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

TIMEFRAME: COMPLETION 2014-2015

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

Initial Timeframe: Initiate in 2015	Source: ICIT
2015 Timeframe: Complete in 2015	
2015 Plans:	Refine process for records removal from all inventories and directories (Zen and AD) when equipment is being repurposed or disposed. Implement full record lifecycle management. Identify discrepancies and update records for Windows computers (around 500). Assure Symantec client is installed on all computers Achieve consistency in software versions on office computers. Implement timely (monthly) schedule for software updates to minimize vulnerabilities.

2. Redesign ICIT Website to better meet the need for bringing information about IT services and support to campus community.

Initial Timeframe: Added in 2012	Source: Carried from 2008-2013 ITSP
2014 Status: Completed	
2014 Notes:	Ensured that vast majority of documentation and training materials are posted on ICIT website and associated with services for easy access. Redesign completed, enhancements to website will continue to be implemented throughout 2015.
2013 Notes:	Developed templates for ICIT web pages. Prepared a list of services, started to develop content.
2014 Plans:	Launch the new website. Link request for service to the new service pages

2012 Notes:	Developed a redesigned information architecture and worked with service owners to develop a common structure for providing service information.
2013 Plans:	Deploy a modern website built with the latest web technologies. This includes designing for mobile devices and building content around the principle of scaling from a mobile device to desktop experience. Create a services and support focused site, with the intent to increase awareness of ICIT services and improve the availability of information as well as provide a clear and defined ways of getting support for the services we offer.

3. Construct an alternate campus data center to allow for continued operations in the event that the primary campus data center is rendered unusable.

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

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

Initial Timeframe: Added in 2014		Source: University Center	
2014 Status: In Progress		2015 Timeframe: Complete in 2015	
2014 Notes:	Planning and cost estimates provided for new Hawkcard server		
2015 Plans:	New server installation planned to be completed in May 2015		

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

Initial Timeframe: Added in 2009		Source: Carried from 2008-2013 ITSP	
2014 Status: In Progress		2015 Timeframe: Complete program in 2015	
2014 Notes:	Determined that changes in Microsoft contract pricing had made SCOM (Microsoft Data Center Management System) a viable option. Sent administrator to training for instruction on what modules were appropriate for our environment, and how to successfully implement SCOM.		
2015 Plans:	Planning for resource allocation, and design of SCOM to meet the needs of the various and disparate systems in our environment with the ultimate goal of rolling out the solution in several stages.		

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

6. Address Mobile Computing needs of campus community.

Initial Timeframe: Start in 2011		Source: Carried from 2008-2013 ITSP
2014 Status: In progress		2015 Timeframe: Complete program
2014 Notes:	Explored the Oracle/PeopleSoft mobile solution for WINS, developed plans for implementation. Introduced Lynda.com for mobile to the UWW campus. Explored and evaluated other potential mobile technologies related to training and learning, concluded additional technologies not worth implementing in 2014.	
2015 Plans:	Implement the Oracle/PeopleSoft mobile solution for WINS. Initially the solution will be piloted with a small group of students and then rolled out to the entire student population	
2013 Notes:	• Experimented with the Mobile Device Management process and provided recommendations for the phase 1. • Deployed ResponseWare for campus use. • Added ability to view ITS-produced video on iOS devices. • Explored iOS/Android Crestron device control.	
2014 Plans:	Explore mobile applications for Lynda.com and GCF Learn Free. Explore forthcoming D2L new features to support mobility of the LMS (e.g., Binder, additional tools for mobile interface, etc.). Explore new classroom technologies to allow mobile content delivery.	
2012 Notes:	• Established mobile application branding standards • Analyzed survey results and established action items to respond to survey findings • Established governing process for development and deployment of mobile applications • Deployed Courses Search application as a pilot mobile application to expose Oracle/PeopleSoft services • Deployed D2L mobile application - D2L Mobile allowed users to view content items, discussions, news, bookmarks, calendar, and grades	

	• Presented high value content on mobile devices by making websites mobile using Responsive software in conjunction with Ingenuix Content Management System
2013 Plans:	Experiment with Mobile Device Management, provide recommendations
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 Response ware 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
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. Explore printing from mobile devices.

Initial Timeframe: Added in 2014		**Source:** ICIT, Campus Police
2014 Status: In Progress	**2015 Timeframe:** Complete initiative in 2015-2016	
2014 Notes:	Submitted proposal to Student Tech Fee to funds a pilot for students to print from their mobile devices. Received funding.	
2015 Plans:	Explore Pharos mobile printing functionality.	

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

Initial Timeframe: Added in 2014	**Source:** University Center, Facilities Planning & Management
2015 Timeframe: complete in 2015	
2015 Plans	ICIT will establish quarterly meetings with non-academic partners to offer general project and technology updates, and allow stakeholders to ask questions.

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

Initial Timeframe: Initiate in 2014		**Source:** ICIT, FP&M
2014 Status: In progress	**2015 Timeframe:** Complete in 2015	
2014 Notes:	Explored the option to retrieve Whitepages data for faculty, staff, and students, student organizations, departments and faculty and instructional staff profiles from a single source.	
2015 Plans:	Implement a new version of the Whitepages that searches for faculty, staff, and students, student organizations, departments and faculty and instructional staff profiles from a single source.	

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

Initial Timeframe: Added in 2014		Source: University Center, University Technology Committee
2014 Status: In progress		2015 Timeframe: Complete in 2015
2014 Notes	Developed and launched webpages, as part of new ICIT website, dedicated to understanding and using effectively campus data storage options. This includes a webpage comparing network and cloud storage options for students, faculty and staff, this page includes information on best options for storing private/sensitive information. A second webpage focusing on how to connect to campus storage options was also developed, it includes previous web-storage documentation offered by ICIT.	
2015 Plans	Translate information on webpages into stand-alone handouts that can be distributed to staff, faculty, and student at events such as the Technology Open House and Plan-It Purple.	

11. Develop campus policy and guidelines for support of tablets.

Initial Timeframe: Added in 2014		Source: FP&M, CLD
2014 Status: In Progress		2015 Timeframe: Complete in 2015-2016
2014 Notes:	ICIT developed following parameters for tablet support: ICIT will assist with acquisition and lifecycle management of iPads, Microsoft Surface, Smartphones, and Chromebooks. This includes installation of Computrace on Windows devices. ICIT will support following enterprise software: Anyconnect, Jabber, MsOffice and Pages (devices using iOS), as well as network drive access. ICIT will assist with Wi-Fi connectivity.	
2015 Plans:	ICIT will develop and publish guidelines and SLAs for tablet support.	

12. Enhance support of Mac computers on campus

Initial Timeframe: Added in 2014		Source: Campus Community
2015 Timeframe: complete in 2015		
2015 Plans	Enhance Apple product support on campus. Designate a support personnel responsible for Apple products.	

TIMEFRAME: COMPLETION 2016-2018

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

Initial Timeframe: Initiate and complete planning in 2009		Source: Carried from 2008-2013 ITSP
2014 Status: Initiated in 2014		2015 Timeframe: Complete in 2016
2014 Notes:	Reviewed a variety of storage offerings for unstructured data. Developed storage service roadmap and plan for consolidation as well as targeted several services for sunset.	
2015 Plans:	1. Revitalize process to proactively address G: quota of 70GB 2. Implement consistent process to archive G: folders upon employee separation 3. Research and develop a strategy to address H: folders ownership 4. Perform "Spring Cleaning" of the Network drives – 5. Transition Class storage – (CA039, Physics) to Google 6. Develop automated process to create Class storage access accounts (2016). 7. Sunset Stori service : Transition recruitment materials to TAM, and Class storage to Google	

8.	Sunset FacStaff service
9.	Sunset Web Storage for students Transition to Google
10.	Sunset Stu Storage (Private)
11.	Assure appropriate deprovisioning of accounts (2016)

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

Initial Timeframe: Initiated 2009		**Source:** Carried from 2008-2013 ITSP
2014 Status: In progress		**2015 Timeframe:** Complete in 2016
2014 Notes:		Improved incident tracking to reconcile incidents with service calls. Launched HPSM governance to develop and incorporate best practices for all support tiers.
2015 Plans:		Improve quality measurement for help desk contacts, establish metrics and baseline. Define call and ticket monitoring practices. Implement workforce manager. Implement chat support. Clean up and stabilize ticket flow. Evaluate the use of a collaborative documentation platform (such as blogs) for central location of all T2 technician documentation
2013 Notes:		Introduced the role of Incident Commander to improve ticket quality, escalation and speed of response. Evaluated the need/value for KnowledgeBase self-service. Reviewed UW-Madison KB service, it will meet UWW needs.
2014 Plans:		Integrate Change & Problem management ITIL process into HP Service Manager modules. Expand Request Management process to allow users the ability to request other ICIT services online. ITIL problem management processes and SLA will be an area of focus for 2014.
2012 Notes:		ITIL change management processes were enhanced to improve quality of outage notification. Expanded service catalog capabilities offering additional hardware/software items to be purchased from catalog. ITIL problem management processes were not integrated internally in 2012. This will be an area of focus for 2013.
2013 Plans:		Integrate Change Management ITIL process into HP Service Manager modules. Integrate Problem management ITIL process into HP Service Manager modules. Expand Self Service Catalog offerings to campus allowing users with the ability to purchase hardware/software items and request other ICIT services online. Develop ticket quality survey and metrics using HP Service Manager to gauge overall campus help desk performance and areas for improvements.
2011 Notes:		Developed plans and process to implement Request Management ITIL process breaking out requests from incidents and developed automated work flows for ticket routing. Internally rolled out in 2011 with campus access in January 2012. Change management ITIL process to increase production migration notifications and deployment quality was not completed in 2011 and will be a focus for 2012.
2012 Plans:		Roll out Self Service Catalog to campus allowing users with the ability to purchase hardware/software items and request other ICIT services online.
2011 Plans:		Implement Change management ITIL process to increase production migration notifications and deployment quality. Implement Request Management ITIL process to segregate out requests from incidents and develop automated work flows for ticket routing.

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

Initial Timeframe: Initiated 2009		**Source:** Carried from 2008-2013 ITSP, Educational Foundations
2014 Status: In progress		**2015 Timeframe:** Complete in 2016

2014 Notes:	Reviewed HPSM set up in light of best practices, obtained recommendations for improvement
2015 Plans:	Review CIs, redefine configuration items, present questions dynamically based on services. Each service owner will develop templates for most frequent issues based on call volume statistics. • Close feedback loop on ticket quality surveys using HP Service Manager. • Establish and implement SLAs
2014 Plans:	• Reorganize internal Knowledge Base by services to make searching and organization more effective and easier to use for TSC students
2013 Plans:	• Integrate change processes using HP Service • Integrate problem management processes using HP Service Manager • Reorganize internal Knowledge Base by services to make searching and organization more effective and easier to use for TSC students
2011 Notes:	Built and rolled out Request management (including self-service purchasing catalog) using HP Service Manager internally. Knowledge Base was expanded significantly for internal use. Change and Request Management were not rolled out internally.
2012 Plans:	• Evaluate if there is a need/value to roll out Knowledge Base self-service using HP Service Manager to campus • Build and roll out Request management (including self-service purchasing catalog) using HP Service Manager to entire campus.
2010 Notes:	Implemented HP Service Manager March of 2010 to ICIT and campus college liaisons.
2011 Plans:	• Build and roll out Change and Request Management processes using HP Service Manager • Build and roll out to campus Knowledge Base self-service using HP Service Manager

4. Formalize best practices for workstation management and incorporate them in UW-W workstation architecture. These include:
   a. Develop an appropriate strategy for workstations rights management

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

2009 Notes:	Limited workstation management rights on student workers workstations.
2010 Plans:	Develop and execute a strategy for managing rights on faculty and staff office computers and laptops.

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

Initial Timeframe: Added in 2012		**Source(s):** Carried from 2008-2013 ITSP, Languages & Literature, Information Technology & Business Education, Educational Foundations
2014 Status: In Progress		**2015 Timeframe:** Complete in 2016
2014 Notes:		Improved reliability of deployed software packages. Defined collaboration with tech partners to achieve shared responsibilities for quality assurance (T2 test that application can open, academic areas test in-depth application performance, plug-ins, etc.). Streamlined software updating process. Implemented new overnight shutdown process to minimize impact on of software updates on classroom environment. Refined lab and classroom software and hardware inventory practices and services. Refined timelines for maintenance and consultations.
2015 Plans:		Continue streamlining software updating process: Refine SLA to include different upgrade scope for the Winterim (minor and necessary) and summertime (major enterprise and all academic software) upgrades. Refine enterprise software list. Provide software utilizations statistics.
2013 Notes:		Workstation software requests and consultation process was implemented and had noticeable success in the planning and deployment of software requests. ITIL change management processes were expanded to include workstation management area. A formal change management process for workstations was implemented.
2014 Plans:		Continue with the formalization of the software request and consultation process to include a formal request tool and specific request lifecycle.
2013 Plans:		Redefine workstation software request processes to provide clearly expectations for delivery, improved planning and align with industry best practices

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

Initial Timeframe: Complete in 2013		**Source:** Carried from 2008-2013 ITSP
2014 Status: In Progress		**2015 Timeframe:** Complete in 2016
2014 Notes:		Researched available edge equipment functionality, selected product, secured funding, procured and replaced switches in all academic and residential buildings. 200+ network switches encompassing over 9,000 network ports were deployed. Worked with the Campus Planner to develop and submit All-Agency project to replace campus fiber optic cabling.
2015 Plans:		Assist as needed in execution of All-Agency project to replace campus fiber optic cabling.
2013 Notes:		Worked with the Campus Planner to develop and submit estimates for All-Agency project to replace campus fiber optic cabling.
2012 Notes:		Switch stacks in Andersen, McGraw and Goodhue were updated to support 10Gb connectivity and to expand Power Over Ethernet (PoE) capacity. Inventory and planning for replacing remaining switches is in progress.

2013 Plans:	Scope the next phase of switch replacement and deploy next phase. Integrate planning for upgraded fiber optic cabling with campus master planning effort.
2011 Notes:	Upgraded data center infrastructure components to support additional 10Gb connectivity. Evaluated next generation switch models to determine power requirements with increasing prevalence of Power Over Ethernet (PoE) devices on campus.
2012 Plans:	Identify and prioritize key switch stacks for replacement in 2012-2013.
2010 Notes:	Adopted a revised per-port activation fee that will provide funding for further expansion of gigabit connectivity to the desktop and 10Gb connectivity between buildings.
2011 Plans	Begin phased acquisition of networking gear that allows 1GB desktop connectivity and 10GB building uplink capability. Phased purchase should be completed by the end-of-life of current network switching infrastructure in 2015.
2009 Notes:	Provided for 10GB connectivity to Hyland Hall and upgraded Data Center infrastructure to handle 10GB speed transmissions

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

Initial Timeframe: Complete in 2010		**Source:** Carried from 2008-2013 ITSP
2014 Status: In Progress		**2015 Timeframe:** Complete in 2016
2014 Notes:	Piloted ZENworks asset management. Deployment on hold until we reach 99% managed environment goal. Currently ICIT is tracking assets in HPSM based on procurement and equipment repurpose records. Equipment is tracked based on serial/model number, and includes who purchased the machine and whom it was purchased for, by college/dept. New system will track and monitor repurposed equipment, broken down by college/office, which follows lifecycle from initial owner to final user. Completed AV audit	
2015 Plans:	Update records in ZENworks to improve accuracy. Deliver reports/metrics on procurement and repurpose records. Implement asset management module. Refine process of repurposing and disposing of systems, including a full record lifecycle.	
2013 Notes	Provided computer hardware information to all areas of the campus to facilitate XP – related hardware retirement. Provided lab and classroom software installation details. Completed AV auditing and reporting for Heide. Currently all technology inventory and audit process audit is a highly manual process.	
2014 Plans	ZENworks asset Management Module to be implemented in 2014 and will produce regular inventory reporting. The campus AV audit will be completed in 2014.	
2012 Plans:	Process for inventorying PCs will be identified and started in 2012.	
2010 Notes:	Inventory data was used in spring 2010 to identify and replace 6+ year-old computers used by instructors in 30% of instructional classrooms. PC lab& classroom inventory reports shared with L&S, including 5-year replacement plan. Macintosh inventory for labs and classroom equipment completed and shared with CoAC.	
2011 Plans:	Office computers ownership data assessment will be completed, then matched with directory data for complete reporting. Develop classroom AV equipment inventory data.	
2009 Notes:	Implemented computer inventory in labs and classroom. Using these data, a plan is being developed for a five-year replacement cycle for classroom	

	computers. In Dec. 2009, ICIT initiated the deployment of inventory software to staff computers and laptops, with a mid-Feb. 2010 expectation of completion.
2010 Plans:	Develop inventory status reports and share with College administration. Completed in 2013

7. Develop a campus wide strategy/policy for Mobile Device Management (MDM).

Initial Timeframe: Added in 2015	**Source:** ICIT, Educational Foundations
2015 Timeframe: Complete in 2015-2016	
2015 Plans:	Review existing business drivers, such as security, access management, and application distribution. Evaluate solution in light of the drives, provide recommendations.

8. Implement a Business Continuity Plan for Technology Infrastructure.

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

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

Initial Timeframe: Added in 2011	**Source:** Carried from 2008-2013 ITSP
2014 Status: In Progress	**2015 Timeframe:** Complete in 2016-2017
2014 Notes:	Explored developing user-friendly front-end to a various Service request processes (RMs) in Help Desk software.
2015 Plans:	Identify frequently used processes, develop user-friendly front-end to requests for service.
2012 Notes:	Deployed self-service functionality to request guest access, to select privacy levels for photo sharing and to request email quota increases. Deployed IVR functionality for account verification and password resets.
2013 Plans:	Automate process for account deactivation and archive and provide workflow to request storage quota increases.
2011 Notes:	Deployed Novell User App technology to enable workflow for IT services. Offered opt-in for IronPort spam filtering for staff and Warhawk For Life email for students through this technology.
2012 Plans:	Deploy Guest Access request, privacy level for photo sharing, and email quota increase request

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

Initial Timeframe: Complete in 2011		Source: Carried from 2008-2013 ITSP
2014 Notes:	Research, recommended, secured funding and procured Cisco ISE for authentication of wireless devices on the campus wireless network to enhance the process of onboarding, managing, and monitoring. Expand wireless coverage into athletic facilities.	
2015 Plans:	Deploy Cisco ISE solution for authentication of wireless devices on the campus wireless network to enhance the process of onboarding, managing, and monitoring them. Continue to expand wireless coverage into athletic facilities. Conduct survey in the Library, deploy wireless access point according to the findings.	
2013 Notes:	Recognized and worked to address periodic service issues with campus wireless service relating to a large increase in the number of personally owned consumer devices configured to interact with the campus wireless network. Removed support for older wireless standards to preserve capacity and manage the large increase in devices. Submitted Student Technology Fee proposal for wireless expansion and additional technology infrastructure to assist in managing continued growth in the number and type of personal wireless devices on campus.	
2014 Plans:	Deploy a new system for authentication of wireless devices on the campus wireless network to enhance the process of onboarding, managing, and monitoring them.	
2012 Status: On schedule		2013 Timeline: Transition to on-going service
2012 Notes:	Continued expansion of indoor and outdoor wireless coverage and upgrades to Clean Air technology. Deployment of wireless access points into renovated buildings including Fischer and Laurentide Halls.	
2013 Plans	Expand wireless coverage in the following areas: Winther (1st and 2nd floor) Hyland (Floors 1-3) Andersen (Floors 2-3) Upham (Floors 1-2) Heide (First floor) Hyer (3rd floor) Bookstore (Both levels)	
2011 Notes:	Continued expansion of indoor and outdoor coverage and upgrade of existing access points to 802.11n. Started implementation of Cisco "Clean Air" access points that limit interference with other radio sources.	
2010 Notes:	Continued expansion of indoor and outdoor coverage. Upgraded to 802.11n coverage in many high-traffic areas.	
2011 Plans:	Survey campus for remaining areas where coverage is insufficient. Submit requests for enhancement and continue expansion / service enhancement as funding allows.	
2009 Notes:	Extended coverage to outdoor areas.	

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

Initial Timeframe: Ongoing		Source: Carried from 2008-2013 ITSP, CoEPS
2014 Notes:	ICIT launched a redesigned website that improves usability, access to technology initiatives, and information campus technology services. The new	

	site is intended to be used – in part – as a means to showcase new web capabilities that are now available to other UWW offices and colleges. Developed a "Welcome to Whitewater" guide for new students outlining campus technologies and ICIT services. Increased attendance of the annual Tech Open House from 107 (2013) to 126 (2014). Finished ICIT technical training design.
2015 Plans:	Focus on refining new website to help improve usability and improve communication capabilities. Develop a branded template for ConnectIT newsletters. Focus on efforts to grow ICIT Facebook page to over 250 followers. Expand collaboration with other departments and colleges – potentially through Department Chair Meetings - to find new means of cross-promoting new and underutilized technologies such as Jabber. Rollout new standard Revamp student technology section of ICIT website.
2012 Notes:	Established relationship with Royal Purple. (Article about Mobile Apps was published in 11/14 edition). Added a weekly promotion in Whitewater this Week for ICIT training. Began introducing a new ICIT logo via Connect IT and various publications, plan to campaign the logo when the new website is launched.
2013 Plans:	Focus promotions on new design of the ICIT website, a hub for all things ICIT. Develop a document featuring essential ICIT services for new employees/students, and feature on the ICIT website. Promote use of VPN and mobile web.
2011 Notes:	Utilized alternative communication channels to promote technology including: posters and flyers, tabletop tents, digital signage, email, and in-person meetings. Updated design for ConnectIT Newsletter Added UW-Whitewater this Week to communication options. Grew number of Twitter followers from 50 to 150, including "retweet" regulars (ResNet, Cobe, and LTC). Doubled attendance at Technology Open House through intensified marketing, including cross-promotion at other orientation events and training (125 attendees). LTC Blog used to automatically feed updates via Facebook and Twitter.
2012 Plans:	Social network task force; streamline blog posts to automatically Tweet; redesign ConnectIT for mobile.
2010 Notes:	Promoted awareness of technologies using several channels. 1. ConnectIT email – Regularly communicated TSC developments, promotions and service levels through ConnectIT; developed and executed flashdrive promotion to encourage Self-Serve usage. 2. Campus bulletin board, ICIT Web site, Campus Calendar – promoted awareness of numerous initiatives including Online Syllabi, iTunes U, GoogleDocs, ongoing training opportunities, Second Life, Mac OS-10.6 upgrade, Windows 7/Office 2010 initiative, special HD hours, launch of Twitter, expanded Campus Calendar, revised purchasing procedures, new Adobe release, and more. 3. Plan it Purple presentations to more than 1,000 parents June –July. 4. Technology Open House – 60+ faculty and staff. 5. Classified Connection – presented at two sessions "What's new in ICIT."

3. Address campus needs for collaboration technology.

Initial Timeframe: Start in 2012		Source: Carried from 2008-2013 ITSP, Educational Foundations, Sociology, Anthropology & Criminal Justice
2014 Status: In Progress		2015 Timeframe: Transition to ongoing
2014 Notes:		Created documentation for WebEx, Cisco Jabber, VoIP Phones, and other collaborative technologies - new documentation was then posted to ICIT website for campus-wide use. Provided live (F2F) training for all collaborative technologies for staff and faculty. Transition Wikis platform, which allow user to collaborate on online documents, and keep track of page changes to Confluence.
2015 Plans:		Complete documentation updated for all collaborative technologies. Investigate methods to promote and increase staff utilization of Cisco Jabber and WebEx technologies.
2013 Notes:		Implemented the following technologies to support collaboration: *WebEx* – web and video conferencing solution, which enables users to meet with colleagues anywhere in the world using an internet connection. Cisco Jabber, which allows campus staff to send message instantly, and more easily manage phone calls and voicemails. Google Apps for Education, which allows users to create, share, and access documents from any computer, tablet, or mobile device connected to the internet. VoIP, which enables unified communication and along with providing voice communications, is integrated with email and Cisco Jabber.
2014 Plans:		Create training and documentation for Cisco WebEx, Jabber and other collaborative technologies. Implement live training modules for new collaborative technologies. Explored methods to incorporate training and documentation into newly redesigned ICIT website.
2012 Notes:		Hired a person with responsibilities for collaboration technologies.
2013 Plans:		Understand the types of collaboration campus community is involved in and match existing or emerging tools to the campus needs
2012 Plans:		Identify the needs and the opportunities for collaboration among members of the campus community. This includes task forces, committee and project group consisting of broad representation across campus. Recommend tools to support collaboration.

VI. PROFESSIONAL DEVELOPMENT
"Advancement of IT Literacy skills for all UW-Whitewater employees."
TIMEFRAME: COMPLETION IN 2014-2015

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

Initial Timeframe: Initiated in 2009		Source: Carried from 2008-2013 ITSP, CoBE, FP&M, CoEPS, Art & Design
2014 Status: In progress		2015 Timeframe: Complete in 2015. Transfer to ongoing
2014 Notes:		Faculty/Inst. Staff: Restructured access to best practices materials by linking the information from the appropriate service pages on ICIT website. Created library of short training videos (including intermediate to advanced level instruction on software and applications) and documentation as a resource for faculty (CoBE) (Art&Design). Administrative Staff: Developed a new visual approach to help members of campus community make effective choices when selecting technology tools and

	services. This includes developing matrices to guide appropriate use of technology, and posting them to the ICIT website for easy access. In 2014 developed matrices for file storage and guest access. Produced Cisco WebEX, Jabber, VoIP, Telepresence, and Google Apps for Education documentation and training materials to accommodate University staff with inflexibile schedules. To address computer literacy, introduced Lynda.com to staff for self-serve training on technology. Training documentation updated and continuous live training being offered for widely utilized software packages such as Office 2013 (FP&M).
2015 Plans:	1. Create new matrices guiding appropriate technology use for remaining and newly implemented ICIT services. 2. Produce video training courses on ICIT Services and post to UWW website for easy, 24/7 access by staff and faculty. 3. Continue promoting Lynda.com as a training resource for common business technologies. 4. Wiki will house information from Community of Practice for easy access.
2010 Notes:	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 – developed documentation for VPN, allowing users access to campus resources from remote locations, developed documentation and training related to MeetingPlace conversion to WebEx, and developed documentation and training materials for Telepresence.
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 for use of new PeopleSoft WINS, the new Events Calendar, Adobe Acrobat, MS Word and Excel, Outlook Email and Calendar, and Remote Access connectivity tools. A section of the web site is targeted information for new Faculty and Staff.

2. Offer Mac-Specific Office workshops.

Initial Timeframe: Added in 2014		**Source:** Educational Foundations	
2014 Status: In progress		**2015 Timeframe:** Complete in 2015	
2014 Notes:	Introduced Lynda.com to campus as an additional self-service resource.		
2015 Plans:	Enable students, staff, and faculty to access self-service training modules on Office 2011 for Macs through the UWW website links to Lynda.com. Promote the service.		

3. Assist administrative units around the campus in production of training videos for students and employees. Introduce a "badging" reward system or certificate for completing the training.

Initial Timeframe: Added in 2014		**Source:** Campus Police, Financial Aid	
2014 Status: Initiated		**2015 Timeframe:** Complete in 2015	
2014 Notes:	Investigated assessment tools that enables badging for those who complete training modules. Assisted Registrar's office with creating a Grade Change process training video.		
2015 Plans	Provide training on self-service video production options including *Show and Share* and *WebEX*, which allow users to easily capture and share videos. Provide		

access to LTC video studio and assist with video production as needed. Explore badging options, including systems already used on campus such as uww.meritpages.com as well as other sources.

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

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

TIMEFRAME: COMPLETION IN 2016-2018

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

Initial Timeframe: Initiated in 2009		Source: Carried from 2008-2013 ITSP, FP&M
2014 Status: In progress		2015 Timeframe: Complete in 2016
2014 Notes:	Developed a new visual approach to help members of campus community make effective choices when selecting technology tools and services. This includes developing matrices to guide appropriate use of technology, and posting them to the ICIT website for easy access. In 2014 developed matrices for file storage and guest access. Produced Cisco WebEX, Jabber, VoIP, Telepresence, and Google Apps for Education documentation and training materials for University staff. Restructured access to best practices.	
2015 Plans:	1. Coordinate with Human Resources & Diversity staff to implement technology training program as required course for all new employees and student workers on campus. 2. Survey Department heads for feedback on skills they feel employees need to be efficient. 3. Create certification system for core competency standards 4. Develop Microsoft Office and Excel core competency standard for new and existing staff. 5. Create and implement an employee technology training program for Helpdesk employees. 6. Update documentation and promotion of live training to all campus staff and faculty.	
2014 Plans:	Complete employee IT training program proposal, work with HR to validate curriculum, implement program with certificate/badging component.	
2012 Notes:	Revised ICIT training program content and session delivery. Developed new approach to communicating training opportunities to ensure administrative staff is aware of their availability. Significantly increased training session attendance. Survey put on hold.	
2011 Notes:	Explored existing training modules for re-deployment to new employee orientation, i.e. new student orientation (TechQuest) and non-traditional student training. Assisted Classified Connection with training needs assessment survey for current staff.	

2010 Notes:	With Advising Office, developed a set of standard Excel skills. Trained new and current advising staff on these standards.
2011 Plans:	Initiate planning with HR to develop plan for assessing base line for core competencies. With HR, develop testing methodology for staff, with recommended skill minimums and training options. Survey department heads for additional feedback on types of skills needed in their units.