

UPDATE: DECEMBER 2016

2014-2018 IT STRATEGIC PLAN

IMPLEMENTATION GOALS

2016 Updates added on: January 9, 2017

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.

<p>UW-W Campus Strategic Plan Areas:</p> <ul style="list-style-type: none"> i. Programs & Learning ii. Educator-Scholar Community iii. Diversity & Global Perspectives iv. Regional Engagement v. Professional & Personal Integrity 	<p>UW-W IT Strategic Plan Areas:</p> <ul style="list-style-type: none"> I. Teaching & Learning II. Research Support III. Student Success & Engagement IV. Organizational Effectiveness V. Reliable Technology & Customer Focused Service VI. Professional Development
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I. TEACHING & LEARNING

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

TIMEFRAME: COMPLETION 2016

- 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
2016 Status: In progress		2017 Timeframe: Carried forward to 2017
2016 Notes:	Installed telepresence systems in two classroom in 2016: Winther Hall 2010 and Heide Hall 206.	
2017 Plans	Will implement technology for two additional video-enabled classrooms in locations utilized by instructional staff from the College of Letters & Science and the College of Arts & Communication.	
2015 Notes:	Remodeling and video conferencing technology deployment were initiated for two College of Business & Economics Hyland Hall classrooms, 2100 and 2200, during Winter Break 2015. Interactive video technology package includes video camera(s), monitor(s), Cisco touch panel and microphone.	
2016 Plans:	Will implement technology to create four additional video-enabled classrooms in the summer of 2016.	
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 interactive video classrooms.
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2. Provide advanced in-person SmartBoard training to staff and faculty.

Initial Timeframe: Added in 2014		Source: Psychology
2016 Status: Completed		
2016 Notes:	SLA was developed and delivered to College of Education & Professional Studies leadership in October. SLA anticipated to be signed and formalized after the replacement for the CoEPS Technical Liaison is hired.	
2015 Notes:	Gathered input and assessed overall demand for SmartBoard training. Determined demand primarily confined to College of Education & Professional Studies. Entered into informal agreement with Technology Liaison in College of Education & Professional Studies to provide training.	
2016 Plans:	Create a formal SLA with the College of Education and Professional Studies Technical Liaison to conduct in-person SmartBoard training to staff and faculty outside of College of Education.	
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.	

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

Initial Timeframe: Added in 2014		Source: Psychology
2016 Status: Completed		
2016 Notes:	Explored pros/cons of utilizing Jabber as an instructional tool and determined implementing Jabber for instructional use would not provide significant benefits to the campus at this time. Due to current licensing limitations, students have access to Jabber Guest which has call and video options that are similar to WebEx.	
2015 Notes:	Integrated D2L with WebEx providing a seamless tool to communicate online course information real time.	
2016 Plans:	Explore the use of Jabber as an instructional tool to add increased student-student and student-instructor communication possibilities.	
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.	

4. 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
2016 Status: Completed		
2016 Notes:	The Learning Technology Center (LTC) initiated storyboarding process, utilizing an interactive website tool, where campus users will be able to select their role (i.e., students or instructors) and follow branching that will help them identify their purpose (e.g., As an instructor I want to record myself working through a	

	math problem) and the appropriate option for achieving their purpose (e.g., Visiting the LTC Recording Studio to use the Kloorboard, which the staff can produce and place in Rev).
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.

5. 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
2016 Status: Completed		
2016 Notes:	The results of the Instructional Support Survey conducted by the LTC in the spring of 2016 indicates the majority of UW-Whitewater instructional staff are not interested or only slightly interested in gamification topics. 40 percent of instructional staff indicated they were not interested and 31 percent of respondents indicated only slight interest.	
	As a result of the Instructional Support Survey results, no gamification-related workshops were offered due to a lowered prioritization. Workshops related to Gamification may be offered in the future, based on instructional staff interest.	
2015 Notes:	Vetted ICIT's ability to support video game technology, based on departmental expertise. Will offer one-off consultations upon request.	
2016 Plans:	Analyze trends regarding gamification in higher education, design a workshop on integrating gaming elements as a way to further motivate and engage students, and offer the workshop at least once in 2016.	
2015 Plans:	Explore ICIT's role in supporting advancement of video game technology for campus stakeholders. Provide recommendations as needed.	

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

Initial Timeframe: Added in 2014		Source: Special Education
2016 Status: Completed		
2016 Notes:	Enabled Rev video streaming for graduate students and instructors.	
2015 Notes:	Enabled Google Classroom for faculty and students in the College of Education & Professional Studies. Empowered academic partners with local administrative rights.	
2016 Plans:	Investigate expanding REV to graduate instructor and student use.	
2014 Notes:	Enabled UW-W 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. Enable individual academic departments to provide appropriate level of local administration and support.	

7. Create an automated system that tracks licensure interests and progress for students majoring in fields that require state licensing (i.e. - education).

Initial Timeframe: Added in 2015		Source: CoEPS
2016 Status: In Progress		2017 Timeframe: Complete in 2017
2016 Notes:	Project placed on hold at sponsor's request until CoEPS Technical Liaison replacement is hired.	
2017 Plans	Deliver phase two of licensure project.	
2015 Notes:	Delivered phase one of the project, which provided CoEPS with a custom application that enables the college to collect data on students at PIP sessions who are interested in pursuing careers that require licensure – such as K-12 education – providing a baseline of prospective students in a current year. Begin development of project's second phase.	
2016 Plans:	Deliver project phase two, which will enable CoEPS to collect information on each respective student's licensure interest, and that data can then be compared to the information supplied by students at their PIP sessions.	

8. 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
2016 Status: Completed		
2016 Notes:	Completed 24 classroom digital upgrade projects during the 2016 calendar year. The upgraded classroom feature fully digital A/V technology and placed on 8-year replacement cycle.	
2015 Notes:	The <i>UW-Whitewater Classroom Technology Upgrade Plan</i> (AV multi-year upgrade strategy) was approved and funded for years one and two. Began implementing phase one the <i>UW-Whitewater Classroom Technology Upgrade Plan</i> . 25 campus classrooms were upgraded and/or converted to digital classroom technology and placed on an 8-year replacement cycle.	
2016 Plans:	Will seek permanent funding allocation to ensure sustainability of campus A/V technology. At least 17 classrooms expected to be upgraded to fully digital A/V technology and placed on 8-year replacement cycle.	
2014 Notes:	Campus A/V 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.	

TIMEFRAME: COMPLETION 2017-2018

1. Improve effectiveness of online course evaluation system.

Initial Timeframe: Started in 2014		Source: ICIT
2016 Status: Completed		
2016 Notes:	Implementation of new Class Climate release completed in February 2016, and utilized during Spring semester. The update to Class Climate enables use of a D2L widget that serves as central hub for evaluations – as opposed to sending individual emails to students regarding course evaluations. Under the new process, students are prompted to complete the surveys upon logging into D2L.	

	Surveys are removed from view upon completion, creating a more efficient process and a more seamless experience.
2015 Notes:	Implemented new release of Class Climate. Distributed survey management capabilities to 15 academic departments prior to fall 2015 term. Formed the Class Climate Advisory Group (Reps include: 3 from each college, Provost's Office and ICIT) to streamline and govern Class Climate-related processes.
2016 Plans:	Integrate D2L and Class climate, and create on automated report generation functionality from system. Continue implementing Class Climate Survey Management Tool for Academic departments, in increments of five departments at a time, until completed. Class Climate Advisory Group will focus in 2016 on increasing student participation in Class Climate surveys.
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
2016 Status: Completed	
2016 Notes:	Rev functionality expanded in 2016 to include using links in D2L and setting course permissions. Best practices and basic Rev training incorporated into instructional workshops focusing on online education.
2015 Notes:	Reviewed Cisco's video streaming and management solutions roadmap, identified REV from the vendor VBrick as a suitable solution, due to financial incentives provided by Cisco in particular. Deployed the solution and completed transition of all videos streamed from UW streaming server at UW-Madison to REV. Enabled instructors to link videos to their D2L courses.
2016 Plans:	Expand help documentation for Rev, determine best practices for use, and develop a training program for faculty and staff.
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.

ONGOING

1. 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 Management.
2016 Notes:	<ul style="list-style-type: none"> • Meetings were held in the Spring 2016 and Fall 2016 semesters to facilitate the expansion of the Community of Practice. The meetings enabled participants to ask questions and learn about a specific topic. • Feasibility of Virtual Teaching Commons was explored, focusing on gathering and sharing information related to online and blended learning. Additional UWW partners have been secured (e.g., community-based learning, academic innovation, LEARN), as well as a cross-institutional partnership with UWM to share materials. • Conducted annual Summer and Winter Institutes for Online/Blended Teaching, with a total of 28 participants between both offerings. • Created more than 20 videos of Online/Blended alumni sharing knowledge gained through the Online/Blended workshops. • Reworked the Technology Training and Advocate position after a resignation to focus on Technology proficiency, promotion, and adoption. This position will be hired in 2017. • Snackables series for Fall 2016 focused on Active Learning and is in collaboration with LEARN. • Distributed instructor support survey in April 2016. 109 instructional staff (of 653 recipients) responded to the survey for a 17 percent response rate. • Created a Fall 2016 marketing campaign to introduce new staff, upcoming events, and new/underutilized technologies. Promoted through announcements and as a news item on the D2L home page. 	
2017 Plans	<ul style="list-style-type: none"> • A collaborative focus, purpose, and launch for a Virtual Teaching Commons will likely occur in 2017. • Spring 2017 Snackables series will focus on facilitating discussion, with a larger teaching and learning event in May 2017 • Implement ongoing "start of semester" marketing campaign to introduce underutilized technologies and other technology resources. 	
2015 Notes:	<ul style="list-style-type: none"> • Successfully launched Community of Practice of Online/Blended Teaching in the spring of 2015. Held regular meetings twice per semester where participants shared their expertise related to online/blended teaching. Expanded participation to include library staff 	

	<p>in an effort to educate faculty on educational technology resources offered by the UW-Whitewater library.</p> <ul style="list-style-type: none"> Continued Snackables with a focus on teaching challenges. Specific challenge addressed was ePortfolio. Conducted pilots of Canvas system beginning in the spring of 2015. Collected feedback from instructors involved in the pilot. Coursesmart: Facilitated D2L integration for VitalSource eTextbook system, in collaboration with UW-Whitewater bookstore.
2016 Plans:	<ul style="list-style-type: none"> Focus on expansion of Community of Practice by recruiting additional members, evaluate effectiveness. Explore the creation Virtual Teaching Commons where instructors can share expertise – digitally – as it relates to online/blended teaching. Will create a video series of Online/Blended alumni sharing knowledge gained through the Online/Blended workshops. Continued Snackables with a focus on teaching challenges SLA for VitalSource etextbook system support Will distribute survey to faculty and instructional staff to explore need for emerging technologies. Promote other underutilized technologies
2014 Notes:	<p>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. This includes resources for grants, to fund the exploration of new tools & approaches by faculty.</p> <p>Continued Snackables with a focus on teaching challenges.</p>
2015 Plans:	<p>Launch Community of Practice in Spring of 2015, evaluate effectiveness.</p> <p>Launch Canvas pilot, evaluate effectiveness.</p> <p>Continue Snackables with a focus on teaching challenges.</p> <p>Establish a standard practice for making faculty and instructional staff aware of CourseSmart and incorporate into course request process for D2L.</p>
2013 Notes:	<p>Continued to promote the use of “CourseSmart” eTextbooks with instructors as well as the use of Cisco Show and Share video services. Shutdown of the UWW Second Life Island at end of 2013.</p>
2014 Plans:	<ul style="list-style-type: none"> 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:	<p>Developed tutorial videos featuring UW-Whitewater students</p> <p>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.</p>
2013 Plans:	<ul style="list-style-type: none"> 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:	<p>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.</p>

	<p>Supported faculty presentations on emerging technology at 2011 President's Summit on Excellence in Teaching and at the 2011 New Media Consortium International Conference.</p> <p>Developed and delivered six "Snackable Series" sessions on emerging technology during Fall 2010.</p> <p>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.</p>
2012 Plans:	<ol style="list-style-type: none"> 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:	<p>Campus-wide awareness of emerging technologies was cultivated through several activities, including:</p> <ol style="list-style-type: none"> 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. <p>Developed documentation and training materials for limited set of one-on-one user Telepresence training. Telepresence was topic of Chancellor Vmail with CIO.</p> <p>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.</p> <p>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.</p>
2011 Plans:	<p>Pilot the use of mobile tools such as D2L 2GO and new Turning Technology mobile "clickers."</p> <p>Establish a more formalized way to promote awareness, exploration, and adoption of emerging technologies for learning and instructional delivery.</p> <p>Support faculty presentations on emerging technology at 2011 President's Summit on Excellence in Teaching and at the 2011 New Media Consortium International Conference.</p>
2009 Notes:	<p>Working jointly with the Learn Center LTC offered workshops, participated in the reading / discussion club, and led lunch sessions to showcase faculty uses of emerging technologies. Two joint presentations on emerging technologies took place at the July D2L Fusion conference (LTC with David Reinhart and James Hartwick). Summer and Winterim workshops were conducted. SecondLife</p>

	workshops were also offered. Mobile learning was promoted with faculty through LTDC grants.
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2. Expand instructional delivery consultation and support services for online courses.

Initial Timeframe: Complete in 2009		Source(s): Carried from 2008-2013 ITSP, Theatre & Dance	
2016 Notes:	<ul style="list-style-type: none"> Launched Online/Blended Teaching Boot Camp in Winter of 2016 (36 participants). Initiated collaborative efforts with College Deans to create the Bootcamp as a “prerequisite” to Institute for Online and Blended Teaching to ensure comfort in learning advanced online and blended teaching techniques. Conducted student focus groups in April 2016, data will be utilized to determine methods to improve teaching and learning. Collaborated with CSD to develop self-paced accessibility course 		
2017 Plans	<ul style="list-style-type: none"> Offer Online Teaching Bootcamp each summer and winter to meet instructional needs. Utilize data from 2016 Instructor survey to explore and evaluate needs of individual Colleges. Collaborate with College administration to maintain communication channels to ensure LTC is meeting instructional needs Launch accessibility self-paced course in collaboration with CSD. Explore self-paced and differentiated avenues of resources 		
2015 Notes:	<ul style="list-style-type: none"> Conducted 79 individualized consultations. Expanded Institute for Online/Blended teaching to winter term due to high demand. Explored the creation of an Online/Blended Teaching Boot Camp for the Winter and Summer terms in an effort to accommodate high demand for online course delivery training. 		
2016 Plans:	<p>Launch Online/Blended Teaching Boot Camp in the Fall of 2016. Explore needs of individual colleges through a survey. Will meet with Deans and educational leader to better understand support needs in an effort to be more proactive. Launch an annual data collection plan featuring:</p> <ul style="list-style-type: none"> An instructor support survey to better understand current support satisfaction and optimal modes of support, as well as emerging technologies and pedagogical trends where support can be expanded; Student focus groups to better understand needs related to engagement, motivation, collaboration, accessibility, and technology in their learning. Meetings with deans and departments to gain insight into college and/or department-wide interests and collaborations. 		
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.
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3. 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
2016 Notes:	<ul style="list-style-type: none"> • Successfully launched Online/Blended Teaching Boot Camp in winter 2016 (36 participants). • Developed video series featuring boot camp alumni discussing experiences and best practices in teaching online and hybrid courses. Videos are hosted in Rev for easy access by faculty and instructional staff. • Conducted comprehensive survey to UW-Whitewater faculty and instructional staff regarding learning technology needs– 17 percent of recipients completed the survey.
2017 Plans	<p>Offer both Online/Blended Teaching Boot Camps on a permanent bi-annual basis (January and August), as a means to train and familiarize instructional staff with technology utilized in pedagogy.</p> <p>Lead a collaborative teaching & learning event in May focusing on student engagement. Representatives from a variety of campus programs, office and initiatives will be involved, including:</p> <ul style="list-style-type: none"> • Academic Innovation • LEAP • Community-Based Learning • Office of Academic Assessment • First Year Experience • Library
2015 Notes:	Explore the creation of an Online/Blended Teaching Boot Camp for Winter and Summer terms, in an effort to accommodate high demand for online course delivery training. Classes and one-on one consultations continue to be offered on common campus technologies. D2L documentation was updated and expanded.
2016 Plans:	Launch Online/Blended Teaching Boot Camp during winter of 2016. Will unveil video series focusing on varying aspects of online course production and delivery. Academic units will be surveyed in an effort to better understand training needs.
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.

4. Support Digital Storytelling methodology.

Initial Timeframe: Complete in 2009	Source: Philosophy and Religious Studies, Sociology, Anthropology, & Criminal Justice
2016 Notes:	Facilitated multi-day digital storytelling workshop presented by Jim Winship.
2017 Plans	Reassess long term plan for offering digital storytelling workshops, due to retirement of primary instructor (Jim Winship). Will reassess overall desire of

	instructional staff for annual digital storytelling workshops before proceeding with new instructor.
2015 Status:	Transfer 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

II. RESEARCH SUPPORT

TIMEFRAME: COMPLETION 2016

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

Initial Timeframe:	Added in 2014	Source:	ICIT, Psychology
2016 Status:	In Progress	2017 Timeframe:	
2016 Notes:	<p>Distributed academic survey in spring of 2016 to faculty and instructional staff. Survey results indicate instructor collaboration takes place both inside and outside of UW-Whitewater.</p> <p>Supporting the technological needs of faculty and research staff is an ongoing process. New projects that support specific areas of research will be included in the current, and future, iterations of the IT strategic plan in an effort to take a more granular focus.</p>		
2015 Plans:	Work with Academic leadership to develop a process to ensure adequate planning for research-enabling technology in advance of onboarding newly hired faculty		
2016 Plans:	<p>This multi-faceted project has two areas of focus: the development of teaching and learning projects and the process for developing adequate research-enabling technology.</p> <ul style="list-style-type: none"> • Develop and distribute survey to academic staff, including research staff, to ensure their training and technological needs are met. Explore the development of a process to assist instructional staff with developing scholarship of teaching and learning projects around implementing learning technologies in their class. • Partner with the new Director of ORSP and academic leaders to develop a process to ensure adequate planning for research-enabling technology in advance of onboarding newly hired faculty and/or grant-seeking opportunities. Utilize survey instrument to assist with development process. 		

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

Initial Timeframe:	Added in 2014	Source:	Undergraduate Research
2016 Status:	Cancelled		
2015 Notes:	Phase one of this project, to deliver electronic searchable repository tool was completed in 2015.		

2016 Plans:	Continue collaborating with Undergrad Research Program to explore the requirements for next phase of digital repository tool to include functionality to facilitate the judging process
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
2016 Status: On Hold		
2015 Notes:	Explored potential solutions including feasibility of leveraging Hawk Jobs. Made recommendation.	
2016 Plans:	Rollout initial prototype of website and collect feedback.	
2015 Plans:	Review needs and assess potential to leverage current campus systems such as Hawk Jobs.	

TIMEFRAME: COMPLETION 2017-2018

1. 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 ITS
2016 Status: On Hold		
2016 Plans:	Working with UW-Madison staff, explore PeopleSoft Grant module functionality to ascertain whether it meets the needs of the UWW ORSP. Develop plans based on the outcomes of the exploration.	

2. Create an automated workflow for the grant transmission of forms.

Initial Timeframe: Added in 2015		Source: ORSP
2016 Status: On Hold		
2015 Notes:	Coordinated with ORSP Director to gather requirements for the transmittal of forms. Began preliminary planning to create an electronic form submission system to replace the current paper-oriented system.	
2016 Plans:	Complete requirement gathering, estimate effort, secure funding	

3. Expand Listerv Capability to provide more granular communications to faculty about available grants

Initial Timeframe: Added in 2015		Source: ORSP
2016 Status: Completed		
2016 Notes:	Assessed mailing list services offered to the UWW campus, and provided ad-hoc mailing lists upon request (with approval from MMR).	
2015 Notes:	Met with sponsor to gather requirements for request.	
2016 Plans:	Plan and generate segmented mailing lists that will provide a more granular to communication.	

4. Create a searchable data base of campus experts, based on area of expertise.

Initial Timeframe: Added in 2015		Source: ORSP
2016 Status: Completed		
2016 Notes:	Delivered a publicly searchable database of campus experts - https://my.uww.edu/facultyexpertisedatabase . Curricula vitae for individual faculty and instructional academic staff are included in database searches.	
2015 Notes:	Met with campus stakeholders to gather design and requirements.	

2016 Plans:	Create and implement a publicly available database consisting of campus experts and officials that is organized and searchable by area of expertise.
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III. STUDENT SUCCESS & ENGAGEMENT

TIMEFRAME: COMPLETION 2016

1. 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
2016 Status: Completed	
2015 Notes:	Planned and deployed REV video sharing system. Transitioned all video content to the new environment.
2016 Plans:	Complete transition to new streaming environment. Provide training and documentation as needed.
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

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

Initial Timeframe: Added in 2014	Source: First Year Experience
2016 Status: Completed	
2015 Notes:	Explored the benefits and limitations of using standardized templates across related courses (e.g., First Year Experience)
2016 Plans:	Discuss the benefits/limitations of using course templates with First Year Experience, explore the feasibility of developing a standardized template for use across New Student Seminar Courses.
2015 Plans:	Work with Director of FYE, to develop common course template in D2L and offer assistance with disseminating this to NSS instructors.

3. Enable mobile apps for student services.

Initial Timeframe: Added in 2014	Source: Financial Aid
2016 Status: Completed	
2016 Notes:	Deployed WINS mobile for Android devices in spring 2016. The Android version of WINS Mobile had 911 downloads in 2016 (iOS version had 2,780 downloads in 2016). In total, WINS mobile has more than 5,000 total downloads since it's launch in late 2015.
2015 Notes:	Piloted WINS Mobile for iOS devices in over summer with select group of students. Rolled out campus-wide to iOS users during fall term. Extremely successful launch with more than 1,500 downloads signing up in the first two months.
2016 Plans:	Android deployment expected for spring of 2016. Future phases beyond original scope are being explored to include additional functionality for Financial Aid, Student Financials, and Admissions.
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.

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

Initial Timeframe: Added in 2014	Source: Admissions
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2016 Status: In Progress		2017 Timeframe: Complete in 2017
2016 Notes:	Explored Perceptive Intelligent Capture as a potential solution to evaluate transcript data. The sponsor opted not to implement the Perceptive tool.	
2017 Plans	Will pilot Transferology, a UW System provided tool, as a potential solution. Transferology is designed to directly populate UW System forms without scanning.	
2015 Notes:	Successfully tested and implemented Perceptive Solution to evaluate transcripts for transfer students.	
2016 Plans:	Will explore integration with WINS system and additional process automations.	
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.	

5. 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
2016 Status: On Hold		
2015 Notes:	Received a proposal from the Center for Students with Disabilities to host and maintain technical aspects related to the virtual campus tour. Assessed technological needs and determined a feasible technology solution.	
2016 Plans:	Awaiting determination of content generation and long-term content maintenance from other project stakeholders. Technical aspects of project on hold until content determined.	
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.	

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

Initial Timeframe: Added in 2014		Source: First Year Experience
2016 Status: Completed		
2016 Notes:	Assisted with finalization of Org Sync contract, and completed integration on 5/15/2016. Completed integration with Org Sync and WINS. Org Sync will be utilized by multiple offices across campus to reach out to students and to track what they choose to be involved in and what they gain from that involvement.	
2015 Notes:	Delivered prototype of Campus Connect. Assessments indicated that the prototype would not meet requirements. Explored OrgSync functionality, and determined it would meet the requested needs.	
2016 Plans:	Collaborate with stakeholders to finalize contract with vendor and will coordinate with stakeholder to determine what additional WINS information may be needed.	
2015 Plans:	Collaborate with FYE to distill project goals. Explore technological solutions and recommended best available option.	

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

Initial Timeframe: Added in 2014		Source: FP&M
2016 Status: On Hold		
2016 Plans:	Collaborate with the project sponsor to identify potential solutions.	

2015 - 2016 Plans	Explore solutions for audio-activated electronic building directories. Develop a prototype. Conduct Pilots in McGraw and Upham Halls.
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8. Implement application to help manage international student reporting.

Initial Timeframe: Added in 2015		Source: Center for Global Education	
2016 Status: In Progress		2017 Timeframe: Complete in 2017	
2016 Notes:	Facilitated authentication and integration of Terra Dotta system, which facilitates federally mandated reporting throughout the attendance and program participation cycle (initial attendance, enrollment, practical training, etc.) for international students.		
2017 Plans:	Resolve preferred name issue with Terra Dotta and WINS. Enable full functionality of Terra Dotta.		
2015 Notes:	Collaborated with Center for Global Education during procurement process for Terra Dotta. Coded and delivered system following the completion of the contract. This web-based application is used to manage international student and scholar information and federally-mandated reporting throughout the entire attendance and program participation cycle (initial attendance, enrollment, practical training, etc.).		
2016 Plans:	Will collaborate with Center for Global Education and vendor to complete implementation.		

9. Create a web-based GPA Calculator for students.

Initial Timeframe: Added in 2015		Source: Registrar	
2016 Status: Completed			
2016 Notes:	Developed and delivered a standard tool based on UWW GPA calculation rules for performing 'What If' GPA Analysis. The .NET-based GPA calculator offers a standardized tool, replacing several online "home-grown" calculators that do not present accurate calculations based on UWW calculation rules.		
2016 Plans:	Initiate fact gathering process and explore the 'What if' Advising features available in WINS. Design and deliver a web-based application that accurately determines student grade point averages to improve the overall student user experience.		

TIMEFRAME: COMPLETION 2017-2018

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

2016 Overall Direction: *Determine needs of individual departments/units and explore mobile app based communication tools that would enable students to opt in and out of receiving messages and alerts in lieu of capturing and maintaining their phone numbers.*

- 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	
2016 Status: On Hold			
2015 Plans:	Explore available solutions, provide recommendations		
2016 Plans:	Explore whether a mobile device app with notification capabilities will meet this need.		

- b. Replace pager system currently used in Dining Services.

Initial Timeframe: Added in 2014		Source: University Center
2016 Status: Completed		
2016 Notes:	Completed implementation of Sequoia Retail System vendor hosted solution in spring of 2016. Sequoia provides a variety of retail-related functionality, including ability to send push notifications to users through a register.	
2015 Plans:	Explore available solutions, provide recommendations.	
2016 Plans:	Explore leveraging Dining Services system mobile capabilities.	

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

Initial Timeframe: Added in 2014		Source: Career & Leadership Development
2016 Status: On Hold		
2015 Notes:	Project temporarily suspended due to implementation of OrgSync software and portal.	
2016 Plans:	Collaborate with C&LD to gather requirements and understand needs.	
2015 Plans:	Explore Hawkjobs functionality. Develop implementation plans and roll out upgraded service.	

d. Enable students to access police services via text.

Initial Timeframe: Added in 2014		Source: Campus Police
2016 Status: On Hold		
2017 Plans:	Review the overall campus need for this service.	
2016 Plans:	Identify specific use cases when it is desirable for students to access police services via text. Review available solutions, provide recommendations.	

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

Initial Timeframe: Added in 2014		Source: Academic Advising
2016 Status:		2017 Timeframe:
2016 Notes:		
2017 Plans		
2016 Plans:	Will meet with Academic Advising to distill needs and explore potential solutions, including leveraging existing technology.	

2. 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
2016 Status: On Hold		2017 Timeframe: Complete in 2017-2018
2015 Notes:	This project was put on hold due to a staff transition in the Registrar's office.	
2016 Plans:	Collaborate with Registrar's office to gather requirements and understand needs.	
2014 Notes:	The AAR process has been stabilized	
2015 Plans:	Review plans for additional functionality	

3. 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
2016 Status: In Progress		2017 Timeframe: Complete in 2018
2016 Notes:	Reimagining first year" initiative is in the process of identifying specific experiences that improve probability of student success.	
2017 Plans	Once success-related activities are identified, ICIT will develop a proposal for data tracking approach.	

2015 Notes:	Reviewed approaches to student data analytics used by other institutions. Identified Lehman College as a suitable model to invite for consultation.
2016 Plans:	Develop plan for introducing data analytics on campus.
2015 Plans:	Identify student data that can be used for predictive analytics, develop strategy, provide recommendations

4. Common documenting tool for academic advising.

Initial Timeframe: Added in 2014		Source: Matt Aschenbrener – AVC of Enrollment and Retention
2016 Status: On Hold		2017 timeframe: Complete in 2017-2018
2015 Notes:	Project was put on hold temporarily due to anticipated PeopleSoft upgrade that would deliver desired functionality.	
2016 Plans:	Will explore new PeopleSoft functionality to determine if it would meet the needs. Plans will be developed accordingly.	
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.	

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

Initial Timeframe: Added in 2015		Source: Registrar
2016 Status: In Progress		2017 timeframe: Complete in 2017-2018
2016 Notes:	Completed requirements gathering process, in conjunction with the Registrar's office and project sponsors, for Degree Audit System. Facilitated review a degree audit system (in conjunction with committee members) that includes analytics programs for students to see official progress to degree in real-time with "what-if" scenarios across multiple degree programs to assist students and advisors.	
2017 Plans	Will review potential vendors and investigate how many students complete 30+ credits in the first year.	
2015 Notes:	Project placed on hold due to staffing transitions in Registrar's office.	
2016 Plans:	Collaborate with Registrar's Office to gather requirements and understand needs.	
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.	

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

Initial Timeframe: Added in 2014		Source: Admissions
2016 Status: On Hold		
2015 Notes:	Recommended Oracle-delivered functionality (as opposed to a customization). Consulted with UW-Stout to gather information of implementation vendor delivered functionality during summer break. Currently assessing and testing Oracle-delivered functionality.	
2016 Plans:	Coordinate with Registrar's office to determine feasibility of the Oracle delivered solution. Conduct requirements gathering process to determine the solution to this strategic initiative.	
2015 Plans:	Explore options and provide recommendations	

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

Initial Timeframe: Added in 2014		Source: Matt Aschenbrener – AVC of Enrollment and Retention
2016 Status: Completed		

2016 Notes:	Completed upgrade to Blackboard software and facilitated the transition of the Blackboard system to an off campus to virtual server environment. Blackboard upgrade enables the of analytics from card swipes. UC purchased additional “swipers” to lend out as-needed.
2016 Plans:	Plan and implement Blackboard upgrade, expected in June of 2016. Assist with enabling of tracking system that allows Career & Leadership Development and the Student Involvement Office to integrate card swipes data into Org Sync to capture student volunteer activities and other student actions. Work with Office of Enrollment and Retention to understand needs and define data elements, to see how they can be integrated into interactive reporting tool.
2015 Notes:	No action in 2015.
2015 Plans:	Find out what kind of data is currently being captured and how it can be made available for analysis.

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

Initial Timeframe: Added in 2014		Source: Academic Advising
2016 Status:	2017 Timeframe:	
2016 Notes:		
2017 Plans		
2015 Notes:	Collaborated with the Computer Science Dept. by provided capabilities to interface with WINS system. This enables the Computer Science department to dynamically configure four-year academic plans for each individual student within the department.	
2016 Plans:	Explore software options that would allow for an expansion of four-year academic plans for other academic programs.	
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.	

9. 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
2016 Status: Completed		
2016 Notes:	College scheduler was upgraded to V 3.1 in 2016. The current version is compatible with mobile platforms.	
2015 Notes:	Determined that CourseLeaf did not meet the needs. Explored potential solutions for class scheduling software system. Selected College Scheduler and implemented in 2015.	
2016 Plans:	Provide a version of College Scheduler that is compatible with mobile platforms.	
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.	

10. Implement CRM for other departments and programs on campus that focus on attracting students to UWW.

Initial Timeframe: Added in 2015	Source: CoBe, Graduate Studies
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2016 Status: Completed	
2016 Notes:	Completed integration with WINS enabling information to be carried over from WINS, such as PIP registration information, enrollment status, event signup information, and test scores. ICIT will facilitate and support a major CRM upgrade in 2017, and will provide ongoing support and consultations following the upgrade.
2015 Notes:	Planned and implemented CRM communication tool for the following programs and offices: <u>College of Business & Economics:</u> <ul style="list-style-type: none"> • Bachelors of Business Administration • Masters of Business Administration • Doctorate of Business Administration <u>School of Graduate Studies:</u> <ul style="list-style-type: none"> • Masters in Special Education - Professional Development • Masters in Special Education - Counselor Ed grad program <u>Center for Global Education</u>
2016 Plans:	Explore methods to improve integration of CRM tool and WINS. Prepare for next significant system upgrade, expected in 2016 or 2017.

11. Explore the utilization of learning analytics as a way to increase student retention and course success.

Initial Timeframe: Added in 2015		Source: ICIT	
2016 Status: In Progress		2017 Timeframe: Complete in 2017	
2016 Notes:	Evaluated learning analytics tools and institutional needs.		
2017 Plans	<ul style="list-style-type: none"> • Will conduct Emerging Technology Exploration Project in Spring of 2017 on <i>studypattern.org</i>. • Will participate in Reimagining the First Year initiative. • Will align with plans developed in the Curriculum and Pedagogy segment of Reimagining the First Year initiative. 		
2016 Plans:	<ul style="list-style-type: none"> • Determine individual (i.e., students and instructor), course, and institutional (e.g., colleges, departments, etc.) needs regarding learning analytics. • Evaluate learning analytic tools to meet campus teaching and learning needs. • Develop implementation plans for the best tools to understand feasibility. 		

12. Coordinate mandatory training for incoming students among UW-Whitewater offices and departments, recommend a streamlined approach.

Initial Timeframe: Added in 2015		Source: ICIT/Learning Technology Center	
2016 Status: In Progress		2017 Timeframe: Complete in 2017	
2016 Notes:	Collaborated with FYE office to build consensus around the need to coordinate mandatory training programs.		
2017 Plans	LTC will facilitate process of coordinating mandatory training programs.		
2016 Plans:	Inventory mandatory training, and training channels, for incoming students.		

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	
2016 Notes:	ICIT introduced a robust training program for Help Desk student employees in 2016. Training program includes:		

	<ul style="list-style-type: none"> • D2L training course, that incorporate the principals of LEAP, is part of mandatory introductory training for all Help Desk student employees • 12 hours of in-person training (six, two-hour sessions) focusing on technology and support, along with expectations • 20 Hours of job shadowing with experienced technicians • Ongoing training of Tier 1 technicians provided during monthly Help Desk staff meetings • More than 150 Knowledgebase articles were created to facilitate support process for Tier 1 technicians
2015 Notes:	<p>Collaborated with the Help Desk Manager to investigate a potential training program for newly hired student employees on ICIT services. Explored the potential for a continuous training program for students throughout their Helpdesk employment. Upon investigation, it was determined Lynda.com could provide aspects of these training programs. Additionally, in 2015, three training sessions were conducted for Helpdesk students regarding ISE wireless connectivity.</p> <p>ICIT initiated a new effort to promote its social media presence to students on campus. This platform was leveraged on several occasions in the fall to inform students of how to better utilize ICIT services.</p>
2016 Plans:	<p>Work with the Help Desk Manager to prepare a D2L course that new student employees will complete when they're first hired and schedule Help Desk continuous student training sessions, as needed. Lynda.com videos will be implemented, as needed, into Help Desk trainings. Will continue focusing on growing social media footprint on campus in an effort to better communicate how to promote and use campus IT services.</p>
2014 Notes:	<p>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.</p>
2015 Plans:	<p>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.</p>
2014 Plans	<p>Create a library of short training videos and documentation as a resource for students (CoBE).</p>
2013 Plans:	<p>Develop a track-based IT student training program that better leverages skills and interests to prepare students for professional employment after graduation.</p>
2012 Plans:	<p>Review and assess current student employee training program.</p>

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
2016 Notes:	<p>Conducted student focus groups in Spring of 2016 to distill challenges facing UWW students and to assess their overall needs.</p>
2017 Plans	<p>Will distill focus group results to implement improvements as needed. Will re-evaluate Tech Quest to ensure objectives align with student needs</p>

2015 Notes:	Added starter guides, new videos, new quizzes and additional security-related information to TechQuest, in order to better prepare incoming students to use technology effectively.
2016 Plans:	Review TechQuest evaluation data from students and prioritize changes based on need. Create and implement a continuous improvement plan for making updates to TechQuest.
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.
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 2011. 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 learning analytics 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 2016

1. 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
2016 Status: In progress	2017 Timeframe: Complete in 2017
2016 Notes:	Developed and presented content expiration guidelines to Web Advisory Group (WAG). Implemented monthly reporting for broken links on department/unit-specific areas of the campus website. Reports are then distributed to content owners for resolution. Formed bi-annual Super User Group, comprised of

	departmental/unit-specific content owners to discuss changes, best practices, and gather web-related input.
2017 Plans	Completed audit and report generating processes. Developed draft guidelines for web content managers to utilize as a means to ensure campus web content remains dynamic and ranks high in search engine results.
2015 Notes:	Completed audit and report generating processes. Developed draft guidelines for web content managers to utilize as a means to ensure campus web content remains dynamic and ranks high in search engine results.
2016 Plans:	Will review web content expiration guidelines with Web Advisory Group (WAG), and will operationalize guidelines upon approval. Will distribute and conduct outreach related to web content owners.
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
2016 Status: Completed		
2016 Notes:	<p>Delivered analytics and branded template that can be adapted to a variety of uses, including training and workshop invitations. The branded template is now being utilized for the following:</p> <ul style="list-style-type: none"> • Alumni Mentor Newsletter • CAC Newsletter • CGE Invitation • CGE Newsletter • CLS Newsletter • Housing Newsletter • HPSM survey Email • ICIT Newsletter • Informacast Email • MMR Newsletter • MMR/Alumni E-Newsletter • MMR Invitation/Short Message (used for the Chancellor's messages) 	
2015 Notes:	Successfully completed Listserv pilot with Whitewater This Week Newsletter. Listserv tool Upgrade successfully implemented. Four campus Units utilized the Listserv tool during 2015 (MMR, ICIT, CoAC, Center for Global Education).	
2016 Plans:	Deliver analytics component of Listserv tool to MMR and other campus units. Develop branded training invites and workshop initiations for use by MMR and applicable campus units.	
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. Increase adoption of event calendar.

Initial Timeframe: Initiate in 2009, complete in 2011		Source: Carried from 2008-2013 ITSP, Career & Leadership Development
2016 Status: In Progress		2017 Timeframe: Complete in 2017
2016 Notes:	<ul style="list-style-type: none"> Promoted event calendar utilization at Technology Open House in August, attended by approximately 110 people. Enabled ability for Office of Research & Sponsored Programs to integrate its departmental calendar into campus events calendar. Will provide ongoing event calendar-related support and consultations to campus community as requested. 	
2017 Plans:	<ul style="list-style-type: none"> Explore methods to better integrate campus event calendar into the overall communication ecosystem. Evaluate how campus audiences are using event calendar, including information consumption patterns and publishing patterns explore personal calendar integrations 	
2015 Notes:	Upgraded events calendar to make it more user friendly, and enhance the user experience. Laid groundwork for integrating campus event calendar with other systems, such as 25Live room scheduling system.	
2016 Plans:	Will continue focusing on integrating events calendar with other campus systems. Will collaborate with Office of Research & Sponsored Programs to integrate its departmental calendar into campus events calendar.	
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.	

2. Create an online system for submitting Travel Expense Reports (TER).

Initial Timeframe: Added in 2014		Source: Administrative Affairs, Financial Aid
2016 Status: Completed		
2016 Notes:	Online system for TER reports rolled out to campus. No ICIT actions were necessary to complete this UW System-managed project.	
2015 Notes:	The online Travel Expense Report (TER) was piloted with several departments.	
2016 Plans:	Rollout of the online TER system campus-wide is scheduled for 2016.	
2014 Notes:	This is a UW System initiative. Financial Services began piloting in 2014.	
2015 Plans:	Complete campus rollout in 2015.	

3. 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
2016 Status: In progress		2017 Timeframe: Carried forward to 2017
2016 Notes:	<ul style="list-style-type: none"> Supported transition to ProPhoenix, including the acquisition of smartphones devices for mobile connectivity and the creation of server space for video storage. Reviewed and updated all person-BIO demographic information exchanged between WINS and Pro Phoenix to validate alignment with current UWW BIO-Demo standards. 	
2017 Plans	Complete integration with WINS.	
2015 Notes:	Provided consultation services and implemented ProPhoenix, a replacement for Badge SE. ProPhoenix enables mobile connectivity to police incident reports.	

2016 Plans:	Will complete integration with WINS, HRS, and other campus systems and provide consultation on purchasing and acquisition of mobile devices compatible with ProPhoenix.
2015 Plans:	Explore capabilities of the systems used by Police Dept. and other technology solutions.

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

Initial Timeframe: Added in 2014		Source: Bookstore
2016 Status: Completed		
2016 Notes:	Investigated potential mobile commerce vendors and determined the use of cellular technology for completing transactions is optimal solution. ICIT will facilitate a server software upgrade in early 2017, enabling remote device transactions.	
2015 Notes:	Reviewed compliance guidelines.	
2016 Plans:	Will conclude investigations and make recommendation, based on decision for overall campus direction on mobile commerce.	
2015 Plans:	Investigate approved mobile commerce vendors through the pcisecuritystandards.org as well as investigate whether or not our acquiring bank has any offerings.	

5. 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
2016 Status: Completed		
2016 Notes:	Expanded A/V checkout system to Reslife and UWW TV for managing cameras and gear. Will provide ongoing consultations and assistance to other areas of campus as needed.	
2015 Notes:	Expanded checkout system to the College of Letters and Sciences. Installed electronic pads to digitally capture signatures from those checking out equipment, thus eliminating the need to collect, scan and store paper forms. Begin preliminary planning to expand checkout system to Residence Halls and UWW-TV.	
2016 Plans:	Will expand checkout system Reslife and UWW TV. Will consult and assist other areas of campus interested in using checkout system.	
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	

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

Initial Timeframe: Added in 2014		Source: Campus Police
2016 Status: Completed		
2016 Notes:	Facilitated transition to ProPhoenix, enabling data sharing between UW-Whitewater Police department and state of Wisconsin agencies.	
2015 Notes:	Provided consultation and implementation support for the ProPhoenix incident reporting system.	
2016 Plans:	Conclude integration with WINS and other systems. Follow up with police to ensure ProPhoenix tool is meeting departmental needs for data sharing.	
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.

7. 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
2016 Status: Completed		
2016 Notes:	Completed upgrade to web-based TMA, enabling ability to access TMA from anywhere on campus through mobile browser.	
2015 Notes:	Upgrade has been deployed in the test environment and currently being tested by FP&M staff.	
2016 Plans:	Complete upgrade in 2016 and enable mobility functions.	
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: <ul style="list-style-type: none"> • 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 	

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

Initial Timeframe: Added in 2015		Source: ICIT, Facilities Planning & Management
2016 Status: Completed		
2016 Notes:	<ul style="list-style-type: none"> • Dual Factor Authentication (MFA) was implemented campus-wide in 2016. 202 employees were identified as needing MFA based on WINS roles that enable them to access DOB, SSN, and driver’s license information. Of the initial 202 users, 90 users requested a role with less access (or filed retirement papers). and 112 completed the transition. • X-IDs (shared accounts for student employees) were also identified for needing MFA. Of the initial 265 accounts identified for MFA, 107 were left unassigned, and 158 were transitioned to using the second factor for authentication. • ICIT provided training and support to all employees and X-ID managers throughout the process. • ICIT also integrated Shib with the emergency mobile app (Informacast) and for an LTC Analytics pilot with studypattern.org. 	
2015 Notes:	Implemented Shib authentication for WINS as a precursor to dual factor authentication. We received grant funding from UW–System to complete the dual factor project. The project is currently in the testing phase.	
2016 Plans:	Implement to dual factor authentication for access to student data during Spring 2016.	
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	

9. 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
2016 Status: Completed		
2016 Notes:	Collaborated with sponsor to finalize vendor decision. Implemented AudienceView in May to replace ticketing system in Young Auditorium.	
2015 Notes:	Worked with consultant to identify short list of vendors and assisted with the vendor selection. Reviewed technology requirements to ensure data privacy and security.	
2016 Plans:	Develop plans once decision is made.	
2014 Notes:	Provided Technology RFP language.	
2015 Plans:	<ul style="list-style-type: none"> • 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 	

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

Note: Moved from Student Success & Engagement Section		
Initial Timeframe: Added in 2014		Source: CoBE
2016 Status: On Hold		
2015 Notes:	Digital Measures system was upgraded in October/November of 2015. This upgrade offered enhanced features for integration with WINS.	
2016 Plans:	Will coordinate with CoBE to finalize integration plans, and will complete integration upon stakeholder approval.	
2015 Plans:	Explore potential for uploading of WINS (classes taught) and Class Climate (data from student evaluations) information into <i>Digital Measure System</i> , develop recommendations.	

TIMEFRAME: COMPLETION 2017-2018

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
2016 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.	
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.
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2. 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	
2016 Status: On Hold		2017 Timeframe: Complete in 2018	
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.		

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

Initial Timeframe: Added in 2014		Source: Financial Aid	
2016 Status: Initiate in 2017-2018			

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

Initial Timeframe: Added in 2014		Source: Administrative Affairs	
2016 Status: On Hold		2017 Timeframe: Complete in 2017-2018	
2015 Notes:	Outlined goals, scope, necessary resources and action items with the intent to make publicly available to campus office and departments for review of past agreements.		
2016 Plans:	Coordinate with tech purchasing to understand full need and define scope. Design system to align with campus Technology Purchasing & Acquisition policy. Create formal for governance group to guide system-related decisions and develop a charter.		
2014 Notes:	A kickoff meeting was held.		
2015 Plans:	Develop a charter to understand goals, scope, resources needed, and an implementation schedule.		

5. 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	
2016 Status: In Progress		2017 Timeframe: Complete in 2017-2018	
2016 Notes:	Completed budget office staff training in the use of queries developed by UW Platteville in BI tool for HRS data.		
2017 Plans	HRS EPM will be converted to use OBIEE product, including the common query library. HR and Budget staff will be trained to use it.		
2015 Notes:	Completed evaluation and prototyping of BI tool hosted at UW-Platteville. Obtained security clearance.		
2016 Plans:	Complete staff training in the use of HRS and SFS data. Rollout the Business Intelligence tool access to other campus stakeholders of financial data.		

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. Develop plans based outcomes of this collaboration.

6. 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
2016 Status: Completed		
2016 Notes:	Completed consolidation of emergency messaging system by integrating campus digital signage and Informacast emergency notification app.	
2015 Notes:	Re-designed emergency website page to be more intuitive and effective to communicate emergency messages over multiple channels. Tested live audio in UC.	
2016 Plans:	Will integrate digital signage into the emergency notification system. Explore cloud-hosted options.	
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.	
2015 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.	

7. 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
2016 Status: On Hold		2017 Timeframe: Complete in 2017-2018
2015 Notes:	This project was placed on temporary hold due to resource constraints.	
2016 Plans:	Initiate project, and explore potential options for stakeholder.	
2015 Plans:	Explore options to notify Bookstore staff about textbook selection for the upcoming terms.	

8. Implement Oracle Business Intelligence tool.

Initial Timeframe: Added in 2014		Source: UW System
2016 Status:		2017 Timeframe:
2016 Notes:		
2017 Plans:		
2015 Notes:	Established Governance structure, developed a charter and formulated a team to guide decision making process for BI tool. Formed a BI governance committee and approved a project charter, outlining how UW-Whitewater will execute the project in two tracks: <ul style="list-style-type: none"> Track 1 – Perform all essential tasks to meet the UW – System timeline to migrate to the new BI tool. Migrate UWW Queries to new BI tool. Track 2 – Establish and implement a strategy around BI data governance, structures, use and support to better address the data driven decision making needs of campus 	

2016 Plans:	Converted existing queries from Hyperion to BI tool. Implement and deliver Track 1 of the Business Intelligence tool implementation plan, initiate work on track 2.
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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 2016

1. Formalize best practices for workstation management and incorporate them in UW-Whitewater workstation architecture. This includes:
 - a. Develop an appropriate strategy for workstations rights management.

Initial Timeframe: Added in 2009		Source: Carried from 2008-2013 ITSP
2016 Status: In Progress		2017 Timeframe: Complete in 2017-2018
2016 Plans:	Define policies and guidelines for enabling workstation administrative rights.	
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 surplusung 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 worker’s workstations.	
2010 Plans:	Develop and execute a strategy for managing rights on faculty and staff office computers and laptops.	

- b. Improving office workstation performance and reliability. Achieve 99% managed environment for all workstations.

Initial Timeframe: Initiate in 2015		Source: ICIT
2016 Status: Completed		
2016 Notes:	<ul style="list-style-type: none"> • Completed transition of all Macs to from Active Directory to Active Directory in May. Disabled Open Directory server. • Implemented a lifecycle management process for out of warranty hardware, including Macs more than 5-years-old. • Identified inactive computers that had not been checking into the campus network. Investigated computer locations and collaborated with departments to decommission accordingly • Developed off change management process for employees leaving the university. • Completed upgrade to ZENworks V. 11.4.2. 	

	<ul style="list-style-type: none"> • Built an image that enables reliable Symantec client installations and software consistency, and timely updates.
2015 Notes:	<ul style="list-style-type: none"> • Established a process for records removal from all inventories and directories (Zen and AD) when equipment is being repurposed or disposed. Transitioned the responsibilities to Workstation Management Team. • Identified 139 viable Mac computers still bound to Open Directory domain. Transitioned 70% to Active directory by the end of 2015. • Developed a plan to replace University-owned Macs more than 5 years of age (166 total). Collaborated with the campus community to implement the replacement plan. • Identified 830 Windows computers that have been inactive since Dec 2014. Will verify and remove from inventory in Feb 2016. • Identified 330 Windows computers that have been inactive since July 2015. Will verify and remove from inventory in June 2016. • Cleaned up and improved performance of Group Policy • Rebuilt a cleaner Windows image that allows for a more efficient installation process. Reimaged all lab and classroom computers to improve performance. • Built Yosemite image and reimaged all lab and classroom Mac computers to improve performance. • Built new El Capitan image. • Upgraded a variety of academic software to the latest version, achieving consistency in instructional settings.
2016 Plans:	<ul style="list-style-type: none"> • Complete transition of all Macs from Open Directory to Active directory. • Complete retirement (to the extent possible) of all Macs that are over 5-years-old. • Complete decommissioning from inventory records all Windows computers that have been inactive since July 2015. • Implement full record lifecycle management. Develop a new Change Management process for tracking hardware assets in HPSM. • Ensure records removal process from all inventories and directories (Zen and AD) when equipment is being repurposed or disposed is followed. • Upgrade to the latest client of Zenworks. • Ensure 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.
2015 Plans:	<p>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.</p> <p>Identify discrepancies and update records for Windows computers (around 500).</p> <p>Assure Symantec client is installed on all computers</p> <p>Achieve consistency in software versions on office computers.</p> <p>Implement timely (monthly) schedule for software updates to minimize vulnerabilities.</p>

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

Initial Timeframe: Added in 2014	Source: University Center
2016 Status: Completed	
2016 Notes:	Supported the software upgrade of the Blackboard (Hawkcard) in spring of 2016, and facilitated transition to a virtual server environment.

2016 Plans:	Will coordinate and assist vendor with transition to new server in June.
2015 Notes:	Project delayed due to release date change by vendor to June of 2016.
2014 Notes:	Planning and cost estimates provided for new Hawkcard server
2015 Plans:	New server installation planned to be completed in May 2015

3. 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
2016 Status: Completed		
2016 Notes:	Implemented various monitoring tools as a complete solution to providing the organization with real time response notifications to identify possible service interruptions. Monitoring systems include: <ul style="list-style-type: none"> • WHATSUP (infrastructure servers, etc.) • Cisco Prime (wireless) • Cacti (network traffic) 	
2015 Notes:	Re-aligned organizational structure, created and filled the position responsible for logging and monitoring events, and providing appropriate notifications.	
2016 Plans:	Evaluate available monitoring solutions, make recommendation and begin implementation.	
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	

4. Address Mobile Computing needs of campus community.

(Note: The scope of this project was divided and re-organized from the previous iteration due to the continued growth of mobile computing on campus. Notes from previous years added during this iteration to illustrate previous work. This project will be transferred to "ongoing" in the 2016 iteration.)

a. Enable “anywhere” access to campus resources.

Initial Timeframe: Start in 2011		Source: Carried from 2008-2013 ITSP
2016 Status: In progress		2017 Timeframe: Complete in 2017-2018
2016 Notes:	<ul style="list-style-type: none"> Evaluated the roadmap for current VDI solution and whether its functionality aligns with long term needs of UW-Whitewater. Assessed competitor solution to VMWare, Citrix. Finalized contract, and initiated testing and rollout for Kumo cloud storage drive mapping solution, which will enable simplified access to cloud storage from a campus-owned computer. 	
2017 Plans	<ul style="list-style-type: none"> Will conduct full evaluation of Citrix product and will conduct pilots as needed. Implement and rollout Kumo to campus community. 	
2015 Notes:	Launched the WINS Mobile app for students. The App enables students to check grades, add/drop classes, and perform other essential academic functions from their mobile device. Students, faculty and staff also provided free access to Microsoft OneDrive, a cloud file storage system that supplements Google Drive, the campus enterprise storage solution.	
2014 Notes:	Developed plans for implementation of the Oracle/PeopleSoft mobile solution for WINS. 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:	<ul style="list-style-type: none"> Deployed ResponseWare for campus use. Added ability to view ITS-produced video on iOS devices. 	
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:	<ul style="list-style-type: none"> 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 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 	
2011 Notes:	<p>Provided report on the state and trends of mobile computing in higher education</p> <p>Gathered and reported stats on usage of mobile devices on UW-Whitewater campus</p> <p>Review available technologies, provided recommendations</p> <p>Introduced authentication standards for mobile apps</p> <p>Conducted survey of UW-Whitewater students, faculty and staff regarding their reference for services and content offered on mobile devices</p> <p>Established overall strategy for presenting content and apps on mobile devices</p> <p>Obtained campus Apple developer licenses</p>	

b. Ensure secure access to campus resources from personal mobile devices.

Initial Timeframe: Start in 2011		Source: Carried from 2008-2013 ITSP
2016 Status: In progress		2017 Timeframe: Complete in 2017
2016 Notes:	<ul style="list-style-type: none"> • Successfully transitioned more than 10,000 personal and campus-owned laptops (both Mac and PC) to Cisco Identity Service Engine (ISE) authentication system, enabling stronger network security safeguards. • Implemented minimum security requirement (i.e. – up-to-date antivirus) for personal devices attempting to access campus network. 	
2017 Plans	Transition wired internet connections to ISE system.	
2015 Notes:	<p>Successfully implemented Cisco Identity Service Engine (ISE) authentication system for iOS and Android devices. This campus-wide authentication system delivers a more secure and efficient experience for users connecting a personal device to the campus Wi-Fi network. The ISE system also delivers a simplified and secure guest access system that enables campus visitors to securely connect a personal device to the campus network on a temporary basis. Rolled out Cisco ISE wireless network management system for iOS and Android mobile devices during spring of 2015. Self-service guest access system for Wi-Fi introduced in the University Center and Library. More than 10,000 devices mobile devices downloaded certificates in first 9 months of use.</p>	
2016 Plans:	Complete ISE system role out. Transition PC and Mac laptops, and all remaining Wi-Fi capable devices that meet campus standards, to the ISE System.	
2014 Notes:	Explored various solutions to manage and support personal devices and campus-owned devices connected to Wi-Fi. Selected Cisco Identity Service Engine (ISE) as the enterprise solution. ISE provides a centralized management system that features a simplified guest access system and superior device authentication and management abilities.	
2015 Plans:	Plan and execute implementation of ISE authentication system in phases. Phase one will focus on transitioning faculty/staff iOS devices. Phase two will focus on transition student-owned iOS devices, and phase three will focus on transitioning all Android devices. Review existing business drivers, such as security, access management, and application distribution. Evaluate solution in light of the drives, provide recommendations.	
2013 Notes:	Experimented with the Mobile Device Management process and provided recommendations for the phase 1.	
2014 Plans:	Explore potential solutions for mobile device management. Choose vendor that best meets campus needs.	
2013 Plans:	Experiment with Mobile Device Management, provide recommendations	

5. 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
2016 Status: Completed		
2016 Notes:	<ul style="list-style-type: none"> • Completed Phase two - “authenticated view” – of Whitepages project. Phase two enabled users to see additional levels of information after authenticating with Net-ID. Additional information can include home address and phone number; users have the ability to restrict release of personal information. • Developed plans to leverage White Pages as a venue to display merit badges indicating an employee’s proficiency in a pre-defined area. 	
2016 Plans:	Will implement phase two of White Pages project, which includes an authenticated view that enables University employee to view information not readily available to public via the Whitepages. This authenticated view will provide a centralized information directory for the entire campus.	

2015 Notes:	Implemented a new version of Whitepages application that provides users the ability to search Person and Department information and refined aesthetics. It also automated the Departmental Information gathering process by allowing Departmental representatives to input this information in the application in an efficient and streamlined manner. Initiated design and fact gathering process for phase two, which will include authenticated access to certain information. Soliciting input regarding information classification (public vs campus community vs staff only access).
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.

6. Create new efficiencies by moving to cloud-hosted IT solutions.

Initial Timeframe: Added in 2015		Source: ICIT
2016 Status: Completed		
2016 Notes:	Reviewed ImageNow transition to cloud-hosted solution and opted not to. Applications that moved from on-campus hosting to a cloud-based solution in 2016 include: <ul style="list-style-type: none"> • Sequoia • 25Live • Ruffalo Cody • TouchNet • ISSS • AudienceView <p>ICIT will continue to facilitate the transition of campus-hosted applications to cloud-based systems when feasible.</p>	
2016 Plans:	Complete Touchnet migration to vendor hosting. Explore potential for vendor hosting of ImageNow system.	
2015 Notes:	Migrated 25Live system cloud-hosted system during winter of 2015.	

TIMEFRAME: COMPLETION 2017-2018

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
2016 Status: In Progress		2017 Timeframe: Complete in 2017
2016 Notes:	<ol style="list-style-type: none"> 1. Completed sunset of Fac/Staff storage and Stori. Classroom storage transition will be completed during first week of January, 2017 2. Completed contract, and conducted preliminary testing and planning for Kumo cloud storage drive mapping solution 	
2017 Plans:	<ol style="list-style-type: none"> 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. Develop automated process to create Class storage access accounts 5. Ensure appropriate deprovisioning of accounts (2016) 	

	6. Roll out Kumo service to campus community and introduce measure to ensure widespread adoption of Kumo service
2015 Notes:	Successfully decommissioned private and web student storage options. Reviewed the use of Fac/Staff storage accounts (427), and removed 353 inactive accounts. The remaining users are being transitioned to other solutions. Engaged campus in a “Spring Cleaning” campaign focusing on deleting personal items and unnecessary items stored on campus network.
2016 Plans:	Complete sunset of Fac/Staff. Sunset Stori and the classroom storage to complete the transition.
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 -2016 Plans:	<ol style="list-style-type: none"> 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	
2016 Status: In progress		2017 Timeframe: Complete in 2017	
2016 Notes:	<p>In the fall of 2016, ICIT implemented significant changes in its Help Desk processes to coincide with a significant upgrade to HPSM, the Help Desk’s service management system. Campus needs and ITIL best practices were at the root of each process redesign.</p> <ul style="list-style-type: none"> • Consistently achieved a first call resolution (FCR) rate above 50%. FCR for first month under new HPSM system (mid-October to mid-November) was 58.96%. • New approval process for Tier 2 escalation was introduced in October 2016. • Robust self-service catalog was introduced in in fall of 2016. 40 percent of service requests and 12 percent of support requests were submitted through self-service during first month under upgraded HPSM system. Promotion of self-service option will be ongoing. • Formal Change management process introduced, where three managers/ designated employees must “approve” a project before it can be implemented. Tickets for change-related items are created in HPSM. • Implemented an automated survey system for all service and support interaction to facilitate the quality assurance process. • Developed robust Knowledgebase 		
2017 Plans	<p>Complete separation of processes between Tier1 and Tier2 Help Desk technician</p> <ul style="list-style-type: none"> • Improve FCR rate to 70% • Introduce formal problem management • Introduce Configuration Management 		

	<ul style="list-style-type: none"> • Achieve 70 % self-service for service requests • Achieve 20% self-service for support requests
2015 Notes:	<p>Reorganized Technology Support organization to clearly delineate the responsibilities between HelpDesk, Workstation Management, Asset Management and Tech Purchasing staff:</p> <ul style="list-style-type: none"> • Designated one purchasing agent responsible for all technology purchasing (hardware and software) • Designated Asset Manager as responsible for all technology tracking and inventory, including repurposing of computers. • Transferred responsibilities for computer imaging from TDC to Workstation Management team to align tasks with the pool of expertise. • Segregated Tier 1 Help Desk support from Advanced Troubleshooting functions with the goal of increasing the rate of first contact resolutions and reduce the number of customer appointments and time in the field to minimize disruption to customers. • Aligned Advanced Troubleshooting responsibilities with the Workstation Management Team.
2016 Plans:	<ul style="list-style-type: none"> • Achieve 50% first contact incident resolution rate. • Implement approval process for incident escalation to Tier 2 technicians. • Enable and promote self-service for service catalog items. • Implement formal change management process.
2014 Notes:	<p>Improved incident tracking to reconcile incidents with service calls. Launched HPSM governance to develop and incorporate best practices for all support tiers.</p>
2015 Plans:	<p>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</p>
2013 Notes:	<p>Introduced the role of Incident Commander to improve ticket quality, escalation and speed of response.</p> <p>Evaluated the need/value for Knowledgebase self-service. Reviewed UW-Madison KB service, it will meet UWW needs.</p>
2014 Plans:	<p>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.</p>
2012 Notes:	<p>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.</p>
2013 Plans:	<p>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.</p>
2011 Notes:	<p>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.</p>

	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
2016 Status: Completed		
2016 Notes:	Implemented major upgrade to HPSM (Help Desk service management system) to version 9.0 in fall 2016. Built out product and service catalogs for upgraded system, including full catalog for technology purchasing. Developed more than 150 knowledgebase articles on common services to be used primarily by Tier 1 technicians.	
2015 Notes:	Initiated complete re-implementation of HPSM system based on recommendations. Solicited proposals and engaged an implementation partner. Conducted process analysis, aligned process with ITIL practices. Tailored and tested HPSM to address unique needs of UW-Whitewater. Reorganized Technology Support Center (TSC) HelpDesk to increase the rate of first call resolutions. Improved service and accelerated problem resolution by resolving issues remotely.	
2016 Plans:	Build out new product and service catalogs with the goal of providing self-service request management. Develop Knowledgebase articles for issues resolution for common problems.	
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. <ul style="list-style-type: none"> • Close feedback loop on ticket quality surveys using HP Service Manager. • Establish and implement SLAs 	
2014 Plans:	<ul style="list-style-type: none"> • Reorganize internal Knowledge Base by services to make searching and organization more effective and easier to use for TSC students 	
2013 Plans:	<ul style="list-style-type: none"> • 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:	<ul style="list-style-type: none"> • 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:	<ul style="list-style-type: none"> • 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
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4. 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
2016 Status: In Progress	2017 Timeframe: Complete in 2017
2016 Notes:	<ul style="list-style-type: none"> • Assisted with evaluation of bid proposals and preliminary planning for project. • ICIT technicians began replacing fiber optic cable inside campus buildings in June of 2016. Indoor fiber optic cable replacement expected to be completed January 2017. • Outdoor fiber optic cable replacement commenced in December of 2016 on the south side of campus.
2017 Plans	<ul style="list-style-type: none"> • Complete Indoor fiber optic cable replacement. • Complete all outdoor fiber optic cable replacement.
2015 Notes:	Worked with architectural and engineering consultants to finalize the design. Assisted in formulating the bid documents. Recommended to limit the project to address inter-building fiber and perform intra-building fiber replacement in-house.
2016 Plans:	Assist in evaluation of bid proposals and external fiber replacement project management. Initiate the internal fiber replacement project.
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

5. 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
2016 Status: Completed		
2016 Notes:	<ul style="list-style-type: none"> Created comprehensive report of all campus computers (both PC and Macs) that are no longer covered by warranty due to age. Lists were distributed to academic department and administrative unit leaders for replacement planning. ICIT also assisted with replacement planning process. Conducted pilot of managed service for printers, that would enable the campus to pay a flat rate for printing services. A vendor would manage printing hardware. Results of pilot will help distill long term printing management plan. 	
2015 Notes:	Secured funding and replaced more than 40 aging classroom computers. Provided information for replacement of Mac computers	
2016 Plans:	Provide information about aging Windows computers and printers.	
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	

6. Implement a Business Continuity Plan for Technology Infrastructure.

Initial Timeframe: Carried from 2008-2013 ITSP		Source: Carried from 2008-2013 ITSP	
2016 Status: In Progress		2017 Timeframe: Complete in 2017	
2016 Notes:	Initiated replication of UW-Whitewater email system (Microsoft Exchange), in collaboration with UW-Platteville, to add redundancy and improve internal operations.		
2017 Plans	Complete replication with UW-Platteville.		
2015 Notes:	Additional storage for email replication was funded and acquired.		
2016 Plans:	Complete and implement Business Continuity Plan for Technology Infrastructure of campus.		
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.		

7. Develop self-service functionality and workflow for common IT services.

Initial Timeframe: Added in 2011		Source: Carried from 2008-2013 ITSP	
2016 Status: In Progress		2017 Timeframe: Complete in 2017 - 2018	
2016 Notes:	<ul style="list-style-type: none"> • Completed upgrade to HPSM V. 9.0 in fall of 2016. Approximately 40% of service requests being submitted via self-service in first month of use. Approximately 10% of support requests being submitted through self-service. Some of the most common requests are available via self-service, including: <ul style="list-style-type: none"> ○ Equipment management ○ Hardware and software purchasing ○ Network drive access ○ Email quota increases ○ Software access requests ○ Multi-factor authentication requests • Full catalog of technology purchasing items created in HPSM system, all purchasing requests being conducted through online self-service catalogue. 		
2017 Plans	<ul style="list-style-type: none"> • Expand publicly accessible service catalog offerings to enable more self service offerings. • Transition 75% service requests received through Help Desk (25 weekly) to self-service 		
2015 Notes:	Determine to use functionality of HPSM after upgrading to 9.0 version. Reviewed all services, developed a template. Developed workflow for technology purchasing.		
2016 Plans:	Implement HPSM 9.0 including Service Catalog. Encourage customers to submit all service requests thru the catalog to improve time-to-fulfillment.		

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

ONGOING

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
2016 Notes:	Facilitated minor expansions of wireless network footprint as needed. Bulk of network-oriented work in 2016 focused on upgrading wireless network in existing areas.	
2017 Plans	Continuation of network upgrades, and minor footprint expansions as needed.	
2015 Notes:	Wireless infrastructure expanded in areas used by athletics.	
2016 Plans:	Determine any remaining gaps in coverage and deploy additional access point as needed.	
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 (1 st and 2 nd floor) Hyland (Floors 1-3) Andersen (Floors 2-3) Upham (Floors 1-2) Heide (First floor) Hyer (3 rd 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
2016 Notes:	<ul style="list-style-type: none"> Increased number of ICIT Facebook and Twitters followers by 30 percent and 19 percent, respectively, during calendar year 2016. Leveraged growing social media presence to promote technology adoption and services to students. Assessed deficiencies in campus outreach and identified areas of improvement. Conducted in-person outreach regarding changes to campus purchasing policy. Conducted extensive outreach and training sessions during spring and summer to facilitate the transition to using multi-factor authentication (MFA)
2017 Plans	<ul style="list-style-type: none"> Increase security-related outreach to campus in an effort to combat network security threats Develop outreach goals and metrics for campus outreach Grow number of social media followers by 25 percent for both social media channels
2015 Notes:	<ul style="list-style-type: none"> Developed and implemented a plan to grow ICIT social media presence on campus in an effort to better promote IT-related services and initiatives to UW-Whitewater students. Gained 59 new Twitter followers in 2015. Facebook followers fell short of 2015 goal. Re-launched ICIT technology blog for students in fall of 2015. Maintained updated content to create more robust FAQ sections on ICIT’s website to provide improved information on campus IT initiatives. New features such as outages calendar and banner promoting social media added to ICIT website in an effort to better communicate, and offer additional, communication options to students and employees. Redesigned Connect-IT Newsletter using upgraded Listerv capabilities and ability to collect readership analytics. Began advertising new and underutilized technologies to public via a new marquee in Helpdesk office.
2016 Plans:	<ul style="list-style-type: none"> Revise plans to generate growth for ICIT social media accounts to improve overall performance. Assess current outreach methods to assess areas of improvement.

	<ul style="list-style-type: none"> Conduct in-person outreach to departments, committees, student organizations and other groups in order to improve awareness of available technology solutions.
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. <ol style="list-style-type: none"> 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.”
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3. Address campus needs for collaboration technology.

Initial Timeframe: Start in 2012	Source: Carried from 2008-2013 ITSP, Educational Foundations, Sociology, Anthropology & Criminal Justice
2016 Notes:	
2017 Plans	
2015 Notes:	WebEx documentation was updated due to the latest update and Student WebEx documentation was created. Jabber and WebEx were promoted at ICIT’s Technology Open House.
2016 Plans:	Instructor needs regarding collaborative technology will be gathered in a spring 2016 survey. Data will be analyzed and key findings will be applied to related projects (e.g., the Instructional Facilities Training Center) or explored through new initiatives, depending on need.
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: <i>WebEx</i> – 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 2016

1. Introduce a “badging” reward system or certificate for completing the training.

Initial Timeframe: Added in 2014		Source: Campus Police, Financial Aid
2016 Status: In progress		2017 Timeframe: Carried forward to 2017
2016 Notes:	<p>Developed technical design and project goals. Once implemented, earned badges will be displayed next to user information in campus White Pages. Mockup of potential badging designs were created in 2016.</p> <p>Project Goals include:</p> <ul style="list-style-type: none"> • Move all workshops to model that produces evidence of application (badges) • Create standalone and explore use of larger conceptual badges (master of Excel Vs. of entire Microsoft suite) • Enable visibility of badges 	
2017 Plans	<ul style="list-style-type: none"> • Implement technological changes to enable the use of badges in campus White Pages. • Introduce badging program to campus community. 	
2015 Notes:	A 2015 D2L upgrade was expected to include functionality that would enable a badging system on campus. The upgrade did not include expected functionality.	
2016 Plans:	Explore technical aspects of badging system and ability to leverage existing campus technologies. Determine structure and incentives for badging system	
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	Explore badging options, including systems already used on campus such as www.meritpages.com along with as other sources.	

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
2016 Status: In Progress		2017 Timeframe: Complete in 2017
2016 Notes:	<p>Assessed strategies for determining core technology competencies for administrative staff and integrating these competencies into an institutional training program and processes (e.g., hiring, evaluation, and review). Refocused a vacant position (Technology Promotion and Adoption Specialist) on understanding staff technology needs and skill advancement.</p>	
2017 Plans	<p>Will conduct the search and screen process for the Technology Promotion and Adoption Specialist position. This position will develop standards for minimum core technology competencies for administrative staff, evaluate current training to ensure competences are attained by those taking the training, and collaborate with departments and units to determine strategies to incorporate these competencies into hiring, evaluation, and review processes.</p>	
2015 Notes:	<p>Created and deployed a "New Employee IT Training" D2L course site. Additionally, a handout was developed for new employees on the available technologies at UWW. The Technology Support Center Helpdesk integrated these resources into their new employee onboarding process. Contacted Human Resources & Diversity and discussed incorporating standards into onboarding process.</p>	
2016 Plans:	<p>Create formal proposal and reintroduce to HR&D office. Identify strategies for minimum core competency in technology for administrative staff.</p>	
2014 Notes:	<p>Developed a new visual approach to help members of campus community make effective choices when selecting technology tools and services. This includes</p>	

	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:	<ol style="list-style-type: none"> 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.

ONGOING

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
2016 Notes:	<ul style="list-style-type: none"> • Created an accessible video series of Alumni from the Institute for Online/Blended teaching discussing their use of technology in the classroom and best practices. • Ongoing promotion of Lynda.com as a means for self-service technology training. Lynda.com promoted through social media, flyers, and internal communication channels. • Made winter and summer Online Instruction Boot Camp offering permanent, in an effort to provide faculty and instructional staff with in-person training on utilizing instructional technology.
2017 Plans	Initiate review of documentation to ensure pertinence to primary audience. Focus of revisions will include use cases to illustrate benefits of technology to the end user, as opposed to describing the role of technology.

2015 Notes:	<p>Created a matrix for storage, assisting users in understanding the differences between Google Drive and network storage.</p> <p>Explored production of training videos on ICIT services. Determined the strategy to not be viable in most circumstances due to the workload needed for production and how quickly technologies change due to updates. Written documentation and workshops on ICIT services were offered to faculty and staff, as well as individualized 1-1 consultations as requested.</p> <p>Continued promoting Lynda.com as a training resource by placing posters around campus, providing workshop attendees a handout about Lynda at the close of sessions, and advertising the service on the D2L.</p>
2016 Plans:	<p>Continue to update/create documentation and offer workshops that assist staff in utilizing available technologies.</p>
2014 Notes:	<p><u>Faculty/Inst. Staff:</u> 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).</p> <p><u>Administrative Staff:</u> 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 inflexible 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).</p>
2015 Plans:	<ol style="list-style-type: none"> 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:	<p>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/Osg) Other topics include D2L Rubrics, Blogs and D2L ePortfolios.</p> <p>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.</p>
2009 Notes:	<p>For faculty and instructional staff LTC is developing online resources and suggestions to help faculty utilize technology for teaching and learning, including digital storytelling, Second Life, and other technologies.</p> <p>For Administrative staff developed and published materials for use of new PeopleSoft WINS, the new Events Calendar, Adobe Acrobat, MS Word and Excel,</p>

Outlook Email and Calendar, and Remote Access connectivity tools. A section of the web site is targeted information for new Faculty and Staff.