

UW-Eau Claire FY2009 UW Institutional IT Plans

Information Technology & University Strategic Objectives

UW-Eau Claire utilizes a centralized computing support model. The central IT unit that is charged with providing IT services is called Learning & Technology Services (LTS).

In support of the University Purpose, Vision, and Strategic Goals, LTS, in consultation with various faculty, administrators, and students, has identified the following objectives in its planning

- ◆ Provide information and instructional technologies that meet the needs of the campus for education, research, communication, and administration
- ◆ Involve clients in technology project planning and decision-making processes
- ◆ Maintain a high level of customer satisfaction by providing high quality ideas, reliable products, and efficient and courteous services
- ◆ Ensure data integrity and confidentiality
- ◆ Build and maintain a compelling work environment for LTS staff
- ◆ Strive to provide services and products in a safe, sustainable environment

LTS regularly does SWOT analysis (Strengths, Weaknesses, Opportunities, and Threats) and strives to make sure its operational plan ties to LTS' strategic plan which links to the campus strategic plan.

LTS links to all seven strategic goals in UW-Eau Claire's Centennial Plan

<http://www.uwec.edu/Chancellor/stratPlan/upload/StratPlanFINAL.pdf> including

Promoting Connected Learning through providing listservs, email, web space, web-based course management software, and shared networked disk storage space. The plan itself is located on our web site <http://www.uwec.edu/lts/publications.htm>. It is in ADA accessible format and is accessible to all students, faculty and staff attending/working at UW-Eau Claire.

LTS's plans are measured through several methods; Service Level Agreements, satisfaction surveys, and coming in within budget and on time according to project plans. Our ultimate measurement is if our students, faculty and staff would recommend us to others.

With constrained resources LTS has developed several ways to ensure projects are on-time, within budget, and that the time and effort is reasonable. LTS uses Microsoft Project (and Project Server) to track complex projects and LTS has a Change Control Board made up of functional directors and faculty that have to approve any work that is not already approved in a plan that requires over 14 hours of effort.

Projects for FY2009 [Important campus projects costing less than \$1 million]

While we are implementing Oracle's Peoplesoft Campus Solutions student admin system we are limiting other projects because of resource constraints.

Data Reporting Warehouse

We plan to update our data warehouse as we implement Oracle's Peoplesoft Campus Solutions Administrative system and for other reporting where we need various denormalized data so that we can quickly provide reports and provide business/academic intelligence

Hours	Budget/Source	Related Projects
2100	\$80,000	Implementation of Campus Solutions

Emergency Response System

We are implementing several products to provide multiple solutions to notify students/faculty/staff of any emergency that may happen on our campus in the future

Hours	Budget/Source	Related Projects
100	\$10,000 computer support fee and student technology fee	Campus Fire Alarms

Digital Asset Management

We are implementing a product called Extensis that allows us to catalog and index our massive number of digital images so that they can be searched and utilized by various academic and administrative departments.

Hours	Budget/Source	Related Projects
1000	\$5,000 LTS funds	Departmental collections

Content Management

We are implementing a web content management system using a product called Common Spot. When fully implemented it will save several hundred hours a year in approving content and keeping our web site up to date and accurate.

Hours	Budget/Source	Related Projects
2,500	\$13,208 UW-Common Systems	

Energy Savings

We are implementing a software solution (called Night Watchman) that will run on all of our PC desktops and force the computers to go into standby mode and power down when not being used. This project should pay for itself in energy savings

Hours	Budget/Source	Related Projects
40	\$8,500 computer support fee	

Projects for FY2009 costing over \$1 million

Campus Solutions (covered in UW-System report)