UW Colleges and UW-Extension
Central Information Technology Services FY16 Strategic Plan

A. CENTRAL INFORMATION TECHNOLOGY SERVICES STRATEGIC OBJECTIVES

Central Information Technology Services (CITS) provides IT Services to support the needs of the UW Colleges and UW-Extension Central Administration office, the 13 2-year College Campuses, UW Colleges Online and the UW-Extension Divisions.

Improve and Adapt the Service Management Delivery Model

Execution of a service delivery model is an ongoing endeavor that must evolve based on feedback from all stakeholders. Some changes to fine tune the organization to better align with service needs and service delivery will be necessary as the campus and divisional needs evolve.

Implement Budget Reductions

Budget reductions within UW Colleges have introduced significant efforts to reduce GPR operating costs in administrative and support areas. The reductions include consolidating IT support functions into CITS; reduction of IT staff on campuses; standardization of the IT infrastructure across all campuses; reclassification of the Instructional Technology Support role to an Academic Technology Specialists role focusing on distance education support; reduction of the ATS role from 1 FTE to .75 FTE; transitioning non-IT functions to the appropriate support staff; and elimination of functions no longer able to be supported.

Budget reduction planning continues for UW-Extension with the expectation that plan implementation will begin early in FY16. CITS will work with the UW-Extension Divisions to provide assistance where needed.

Utilize other campus shared services when feasible

Establish partnerships with other UW institutions and utilize existing services they may be able to offer UW Colleges or UW-Extension (and vice versa) versus establishing new services.

Increase the technology skillset of Colleges and Extension faculty and staff

A primary responsibility of IT is to assist its customers in knowing how to use technology to meet their business needs. The goal of the IT department will be to create and deliver technology-focused professional development opportunities for faculty and staff that will enable them to become more comfortable with the ever-changing technology offerings available today.

Improve hiring practices and staff retention

Reducing the amount of staff turnover and focusing on customer service are the keys to success for service organizations. CITS plans to address this objective by focusing on hiring people with strong "soft skills" that fit into a customer service culture, and personality traits that enable new staff to adapt to the UW culture with minimal frustration. Additionally, CITS will be working to develop a more flexible work environment and a culture that is welcoming and fun to work in.

B. PROJECTS FOR FY16 (IMPORTANT CAMPUS PROJECTS COSTING LESS THAN $1 MILLION)

- **VoIP:** Continue to develop a plan to replace the 15+ aging phone systems used by UW Colleges and UW-Extension with a single VoIP system.
- **Website Redesign:** Redesign the UWEX.UWC.EDU and UWEX.EDU websites
- **SCCM Implementation:** Complete the implementation of SCCM as the tool for workstation management and software distribution for all UW Colleges campuses.
- **Server Standardization:** Complete the standardization of the server infrastructure on all UW Colleges campuses.
- **Network Improvements:** Complete the Campus Network Infrastructure Project to upgrade the switches, wireless networks, and UPS' on all UW Colleges campuses. Assist UW-Extension with necessary network changes to support new service delivery models that may be developed as part of their budget reduction planning.
- **Managed Services Print Contract:** Research and, if feasible, implement a state-wide managed print services contract for UW Colleges campuses. Incorporate the potential needs of UW-Extension based on their budget reduction planning recommendations.
- **Alternative Computer Lab Options:** Research and recommend alternative solutions to traditional campus computer labs with the goal of implementation of a new model for fall semester.
- **Disaster Recovery:** Update the disaster recovery plan and begin implementing a disaster recovery solution.

C. PROJECTS FOR FY14 COSTING OVER $1 MILLION

There are no UW Colleges or UW-Extension IT related projects for FY16 that would exceed $1 million.