

UW - Stevens Point Strategic Capacities	Operational Area	Institutional Priority	Project Manager	Tactical Goal	Project Description	Project Justification/Business Need	Project Start Date	Estimated Project Completion Date	Source of Project Funds
Develop and Use Resources	Academic Technical Services	High - Compliance Requirement	Al Bond, Manager, Academic Technical Services	Develop a review process for the purchase and implementation of new instructional technology and applications.	Develop and implement a process that defines the instructional need and value for a software/hardware purchase. Develop a review matrix prior to product acquisition that evaluates for compliance with federal privacy laws and regulations, security requirements and UWS/State of Wisconsin purchasing regulations. Final review process is to determine who and how the budget expenditure occurs.	Multiple sources of decision-making were driving the acquisition of instructional technology and applications resulting in multiple purchases of the same type of software; resulting in increasing support costs. Purchases were not being driven by strategic goals resulting in underutilized instructional technologies. Acquisition processes were at times not in compliance with UWS security and purchasing expectations as the review process was done in disparate areas.	Fall 2015	Spring 2016	Existing Resources
Develop and Use Resources	Administration	High - Compliance Requirement	Jim Barrett, CIO	Develop institutional policies for IT for employee off boarding.	Develop an off boarding policy to guide HR and IT procedural development. Ensure retention of key institutional data and equipment.	There is presently a disjointed process for off boarding faculty and staff resulting in potential critical information loss and or equipment loss.	Fall 2015	Fall 2015	Existing Resources
Develop and Use Resources	Technical Operations	High - Compliance Requirement	Peter Zuge, Manager, Technical Operations	Implement PCI Level III Compliance for the Campus	Upgrade of payment processing around the campus to comply with new EMV card requirements. Card data no longer to be stored on campus and will be secured using an external vendor.	PCI Level III compliance requirements take effect December 2015. Failure to comply with these requirements places the institution in serious financial risk should a data breach occur with the existing card processing system.	Summer 2015	Spring 2016	One Time Resources provided by Business Affairs
Develop and Use Resources	Academic Technical Services	High - Compliance Requirement	Peter Zuge, Manager, Technical Operations	Develop a data breach response plan.	The breach response plan will include a communication and action plan based on scenarios related to small and large scale breaches.	There is no data breach plan in place for the University.	Spring 2016	Spring 2016	Existing Resources
Develop and Use Resources	Administration	High - Compliance Requirement	Peter Zuge, Manager, Technical Operations	Review acceptable use policy and augment for social media/blogging.	Increasing use by faculty/staff and students requires minor updates to include the use of social media platforms. The policy also does not reference UW regulations which should be incorporated into the policy.	The acceptable use policy serves to inform faculty, students and staff of their responsibilities when using University technology.	Spring 2016	Spring 2016	Existing Resources
Develop and Use Resources	Technical Operations	High - Compliance Requirement	Peter Zuge, Manager, Technical Operations	Improve the network edge security for the institution.	Packet monitoring upgraded. FS appliance installed and operational. Work with UW Green Bay on FS implementation.	The network edge lacks critical protection against third party attacks.	Spring 2015	Fall 2015	Existing Resources
Develop and Use Resources	Technical Operations	High - Compliance Requirement	Peter Zuge, Manager, Technical Operations	Upgrade to Microsoft Server 2012 and/or retire 70 Microsoft Server 2008 installs.	Retire X servers. Upgrade X servers to Server 2012.	Extended Support for Microsoft Server 2008 ends on July 1, 2015.	Spring 2015	Summer 2015	Existing Resources
Develop and Use Resources	Technical Operations	High - Compliance Requirement	Peter Zuge, Manager, Technical Operations	Restart identifyfinder desktop file scanning.	Scanning for SSNs and personally identifiable data stored locally by staff will allow IT to work with the staff member to remove it from their file set and train the staff member on appropriate handling of this data.	Faculty and staff may have personally identifiable student data stored in local files which could result in an accidental exposure of the data causing a significant security problem for the University.	Fall 2015	Ongoing	Existing Resources
Develop and Use Resources	Technical Operations	Medium High - Essential to Operations	Peter Zuge, Manager, Technical Operations	Upgrade Orion and Configure Alerts System	Alerts reconfigured to pick up server failures and emergency actions for Tech Ops staff. Future work includes application inventory to notify IT staff as to application failures. Will require staff training.	Current alerting configuration results in many false positives. No application alerting in place.	Fall 2015	Spring 2016	Existing Resources
Develop and Use Resources	Academic Technical Services	Medium - Improves Productivity Reduces Costs	Al Bond, Manager, Academic Technical Services	Develop a standard classroom and lecture hall technology profile for the campus and initiate implementation.	A single technology install for lecture halls and regular classrooms will be developed by the ATS team. Implementation will begin in Summer 2015 and continue until all campus classrooms and lecture halls are on the new standard.	Classrooms in each academic building differ in technology deployments across the campus creating a more expensive support operation and confusion for faculty when logging into classrooms in different buildings. Where the new technology profiles are already the result is decreased operational costs and support requests.	Summer 2015	Summer 2018	Existing Resources. Will result in reduced support costs allowing IT to absorb projector maintenance costs from academic departments.
Develop and Use Resources	Administration	Medium - Improves Productivity Reduces Costs	Jim Smola, Associate Director	Implement a Project Management Process for the IT Department.	All key staff members involved in project intake, development and execution will receive project management training. A unit position will be repositioned to be the Project Management Coordinator for the department.	Developing a project management process for the department and institution will allow for the prioritization of IT projects and the appropriate allocation of resources. It will also allow the department to track and balance IT Department staff workload.	Fall 2015	June 2016	Existing Resources
Develop and Use Resources	Technical Operations	Medium - Improves Productivity Reduces Costs	Peter Zuge, Manager, Technical Operations	Increase network storage capacity for the campus.	90TB of additional storage space with a RAID0 configuration. Increase campus camera storage capacity by repurposing existing hardware for an additional 100 TB.	The campus network file storage capacity is running low and will need to be expanded.	Fall 2015	January 2016	Existing Resources
Develop and Use Resources	Application Development	Medium - Improves Productivity Reduces Costs	Jim Smola, Associate Director	Implement an eform, electronic workflow product.	Implementation of BP Logix Workflow Management tool across key campus operational units over the next two years. The Footprints software will be upgraded and will become the central tool for the management of the IT department task and project management efforts. All team activities will be recorded so that the staff time allocation to support and projects can be tracked and managed accordingly. The staffing model will be reviewed to ensure that staff members cover the intake and support functions to end users between 7:45 am to 7pm on business days. The student staffing model will be reviewed to ensure cross training of employees in both the service intake and the support functions.	Currently key operational processes in hiring, enrollment, curriculum management, governance and administrative operations are hampered by paper transfer processes and lost information. Installation of this system will improve productivity and reducing costs related to paper, filing equipment, space storage and lost information.	Spring 2015	Fall 2018	Existing Resources Collaborating with UW Eau Claire. UWEC is sharing forms library and developer time to assist with the implementation.
Develop and Use Resources	Services and Support	Medium - Improves Productivity Reduces Costs	Jessie Haase, Manager, Services and Support	Review Helpdesk services and software and develop an improvement plan.		Current helpdesk operations are staffed largely by students who are difficult to hire at times and do not always provide consistent services to end users. The Footprints software was not correctly implemented previously. Specific functional areas within IT do not track tickets or work requests within Footprints providing for no visibility into operational area workload.	Spring 2016	Spring 2017	Existing Resources
Develop and Use Resources	Technical Operations	Medium - Improves Productivity Reduces Costs	Peter Zuge, Manager, Technical Operations	Dreyfus University Center Wireless System Upgrade	Replace all wireless hubs in the DUC.	Connectivity in the DUC is poor degraded.	Fall 2015	Fall 2015	Existing Resources
Develop and Use Resources	Application Development	Medium - Improves Productivity Reduces Costs	Jim Smola, Associate Director	Implement new web portal for upgraded Scantron grading solution.	A legacy version of a web portal existed for faculty to manage grade output from an end of life version Scantron scanner. A new scanner was purchased and a new web portal needs to be developed for faculty use.	Legacy scanner is end of life and replacement requires software changes that impact the current faculty web portal.	Spring 2015	Spring 2016	Existing Resources
Develop and Use Resources	Administration	Medium - Improves Productivity Reduces Costs	Jim Barrett, CIO	Review and revise department budget to align with operational areas to ensuring accurate costing and benchmarking capabilities.	Review all salary and operational expenses to ensure they are aligned within department specific operational areas. Managers for operational areas to be trained in budget management.	There is no way to accurately to determine operational costs for specific IT functions. Managers for each functional area do not possess budgetary responsibility for their area.	Spring 2015	Fall 2015	Existing Resources
Develop and Use Resources	Enterprise Endpoint	Medium - Improves Productivity Reduces Costs	Brian Kelly, Manager, Enterprise Endpoint	Develop a Project Plan for Office 365/MS Office 2016 Deployment	Project plan rollout for Office 365 to all campus users. MS Office 2016 rollout to early adopters in Spring 2016 and entire campus by Summer 2016.	A document collaboration tool and mobile platform are needed for faculty/student and staff use on the campus.	Summer 2015	Summer 2016	Existing Resources
Develop and Use Resources	Enterprise Endpoint	Medium - Improves Productivity Reduces Costs	Brian Kelly, Manager, Enterprise Endpoint	Retire Desktop Backup System and move all employee and departmental file management to network drives.	Educate end users to move files to H-Drive. All local storage will be moved to H-Drive storage. Deprecation of backup system and surplus of servers.	The current desktop backup system is end of life and requires a high level of support to keep it running.	Fall 2015	January 2016	Project will reduce backup costs for the campus. Existing Resources
Develop and Use Resources	Enterprise Endpoint	Medium - Improves Productivity Reduces Costs	Brian Kelly, Manager, Enterprise Endpoint	Develop a Project Plan for Windows 10 Deployment	Project plan for rollout of Windows 10 to early adopters and the campus. Early adopters will be able to upgrade in Fall 2016 with full campus deployment by Summer 2017.	Moving to Windows 10 will position the IT department to promote the use of 2 in 1 laptop/tablet devices to replace desktops and iPad. iPad cost more to service, manage and maintain. Providing faculty and staff with a 2 in 1 device would provide the mobility the end user requires, while reducing costs. 2 in 1 devices from HP are entirely serviceable by UWSP trained IT staff. We also receive reimbursement from HP for warranty work provided by UWSP staff. The HP warranty for a 2 in 1 device is less expensive than Apple Care. Apple products that are damaged essentially are so expensive to fix they are often discarded.	Fall 2015	Summer 2017	Existing Resources
Develop and Use Resources	Technical Operations	Medium - Improves Productivity Reduces Costs	Peter Zuge, Manager, Technical Operations	Campus Printing Standardization Project	Measuring volume of print scanning across all network and local printers. Study commenced last Spring. Will be meeting with the vendor to do an assessment regarding costs and benefits.	The IT support costs related to multiple printers, toners and services are elevated. Standardizing the equipment profile and outsourcing the maintenance and supplies would reduce IT costs.	Spring 2015	TBD	Caryover funding for initial startup. Goal of the project is to reduce operational costs to allow funding to be shifted to other priorities.
Develop and Use Resources	Telecom	Medium - Improves Productivity Reduces Costs	Peter Zuge, Manager, Technical Operations	Review and assess telecom support vendor to reduce costs.	Review vendor support needs related to support of the Avaya phone system. Make a vendor change if necessary.	We do not currently utilize all available options the Avaya phone system possesses and are interested in reducing support costs and potentially utilizing MS Skype for Business to supplant desktop phones.	Fall 2015	Fall 2015	Existing Resources, cost savings from the effort to be applied to high priority areas within IT Department.
Develop and Use Resources	Academic Technical Services	Medium High - Essential to Operations	Al Bond, Manager, Academic Technical Services	Develop a long term support and management plan for servers within the respective colleges.	The long term plan will include an outline for data center aggregation of these current disparate systems. The IT Department will increase the capacity of the Cisco UCS to accommodate the current server configurations in the various colleges.	Moving departmental servers into the data center will improve IT security and reduce operational costs for the academic departments.	Fall 2015	Fall 2016	Existing Resources Will move to virtualize services within the data center as college servers reach end of life. Will save academic departments operational funds.

Advance Learning	Administration	Medium High - Essential to Operations	Jim Smola, Associate Director	Develop a departmental training plan.	All area managers are reviewing staff PD's and needed skill sets needed to move the department forward. Each operational area will catalog individual training needs.	There is no professional development plan for departmental personnel which results in atrophied skillsets for staff hampering IT's ability to upgrade equipment and services.	August 2015	January 2016	Existing Resources
Develop and Use Resources	Application Development	Medium High - Essential to Operations	Jim Barrett, CIO	Plan and initiate and upgrade of the University student information system.	Replacement of legacy admissions records/student financials and Banner Financial Aid systems.	The legacy student information requires major enhancements and significant maintenance to enhance functionality. The degree audit system, DARS is beyond end of life and requires an upgrade. The functionality and setup is solely managed by IT.	Fall 2015	Spring 2018	New Resources
Develop and Use Resources	Telecom	Medium High - Essential to Operations	Peter Zuge, Manager, Technical Operations	Replace campus emergency phones.	New campus blue phones will be installed and tested.	Outdoor emergency phones were failing and Risk Management determined that replacement was essential to providing a safe campus environment.	Summer 2015	Summer 2015	Existing Resources
Develop and Use Resources	Enterprise Endpoint	Medium High - Essential to Operations	Brian Kelly, Manager, Enterprise Endpoint	Deploy Symantec Anti Virus to Desktops	Installation of Symantec AV on the desktop will result in just in time virus/malware definition updates to enhance the security of campus desktops.	Existing anti-virus desktop tool is not a just in time system. Using the existing tool results in a lag time of a week before a virus definition update is loaded into the tool. This allows malware to spread within the network undetected during that week.	Spring 2016	Spring 2016	Existing Resources
Develop and Use Resources	Services and Support	Medium High - Essential to Operations	Jessie Haase, Manager, Services and Support	Develop and implement an after hours support procedure.	A documented communication plan to ensure 24/7 coverage for critical services and systems.	No documented procedure exists and practices are inconsistent and unreliable.	Fall 2015	Spring 2016	Existing Resources
Develop and Use Resources	Administration	Medium High - Essential to Operations	Jim Barrett, CIO	Develop and implement an executive support procedure.	A documented communication plan for 24/7 support for the University Executive Team members.	No documented procedure exists and practices are inconsistent and unreliable.	Summer 2015	Summer 2015	Existing Resources
Develop and Use Resources	Administration	Medium High - Essential to Operations	Jim Barrett, CIO	Develop an alternate communication plan for a failure of critical campus systems such as email or the website.	The alternate communication plan will be done in two phases. Initially a failover site will be developed for critical systems. The Rave messaging tools will be utilized for communication among key executive and IT team members during a campus wide email outage. Phase II of this plan will deliver a continuity of operations site for the campus with content that will be copied from the existing site. Both websites will be hosted off campus.	There is no communication plan in place when should a failure of a major system occur thereby causing confusion and ad hoc communication.	Spring 2016	Spring 2016	Existing Resources
Develop and Use Resources	Application Development	Medium High - Essential to Operations	Jim Smola, Associate Director	Plan and initiate an upgrade from SharePoint Server 2010 to 2013.	Review of upgrade process and impact to website and intranet. Upgrade to SharePoint Server 2013.	SharePoint Server 2010 Mainstream support has ended and Extended Support concludes in 2020.	Fall 2015	Spring 2016	Existing Resources
Develop and Use Resources	Application Development	Medium High - Essential to Operations	Jim Smola, Associate Director	Implement an admitted student portal within Ellucian Recruiter.	Develop a portal within Ellucian Recruiter where applicants and admits can track their progress toward admission, enrollment, orientation and securing housing.	Pulling all of these disparate services into one hub for applicants and admitted students will improve their enrollment experience, deliver consistent communication and reduce postage/paper costs due to processing.	Fall 2014	Fall 2015	Existing Resources
Develop and Use Resources	Technical Operations	Medium High - Essential to Operations	Peter Zuge, Manager, Technical Operations	Upgrade Domain Controllers	Domain Controllers to be updated and/or virtualized.	Domain controllers are reaching end of life.	Fall 2015	Spring 2016	Existing Resources
Develop and Use Resources	Technical Operations	Medium High - Essential to Operations	Peter Zuge, Manager, Technical Operations	Increase capacity of Netbackup Shelves at both UWSP and at fall over at UWEC.	Purchase and install new backup shelves with increased memory.	Most critical data is backed up. All operational data needs to be backed up to offsite fail over.	Fall 2015	Spring 2016	Existing Resources.
Develop and Use Resources	Technical Operations	Medium High - Essential to Operations	Peter Zuge, Manager, Technical Operations	Upgrade from Internet Explorer 9 from Internet Explorer 11.	Internet Explorer 11 installed on all university systems.	IE 9 is end of life 3/3/2016. Some campus systems do not work with IE9.	Summer 2015	Summer 2015	Existing Resources
Advance Learning	Technical Operations	Medium High - Essential to Operations	Peter Zuge, Manager, Technical Operations	Implement a high speed connection to the Treehaven location.	Installation of a high speed cable or DSL connection to the campus.	Treehaven supports significant instruction on a dial up network. This network impedes IT maintenance and academic instruction at that location. A high speed connection to the location would reduce IT staff travel time for maintenance and infrastructure costs. A high speed connection will enhance the types of high impact learning activities that occur at that location.	Fall 2015	Spring 2016	Existing Resources/ Campus Telecom chargeback to fund this.
Develop and Use Resources	Technical Operations	Medium High - Essential to Operations	Peter Zuge, Manager, Technical Operations	Upgrade of Macintosh Server Infrastructure.	Replacement of critical Mac servers.	Servers are nearing end of life and require replacement. Servers are needed to support programs in the arts and sciences that utilize Mac.	Summer 2015	Fall 2015	Existing Resources
Develop and Use Resources	Technical Operations	Low - Enhancement of Service	Peter Zuge, Manager, Technical Operations	Deploy a web based printing solution to the campus.	This system will allow students and staff to print from any kind of device and release the print job at a print location on campus that is convenient to them.	With the closure of the resident hall computer labs print stations are being setup at alternate locations around the campus that are convenient for students. Many students indicated that the resident hall labs were used largely for printing. This will allow that issue to be addressed without supporting the need for an entire computer lab.	Fall 2015	Spring 2016	Existing Resources
Advance Learning	Application Development	Low - Enhancement of Service	Jim Smola, Associate Director	Migrate from a legacy on premise application for student org management to a cloud based solution. The current solution does not provide for student development outcomes tracking for integration into the UW Stevens Point General Education program.	Implement a cloud solution to manage student orgs and to develop general education curriculum objectives for student development functions.	Student involvement is considered a high impact practice. Participation in student organizations and intramural sports increases retention. Being able to promote and track involvement will allow the institution to increase student retention.	Fall 2015	Spring 2016	Existing Resources
Develop and Use Resources	Enterprise Endpoint	Low - Enhancement of Service	Peter Zuge, Manager, Technical Operations	Install Google Chrome as a desktop browser option.	Install Google Chrome with all feedback mechanisms to Google disabled.	Both students and staff are requesting Google Chrome as a browser option.	Summer 2015	Summer 2015	Existing Resources