

FY12 UW-Green Bay Institutional IT Plan
Kathy Pletcher, Associate Provost for Information Services & CIO

How was the plan developed?

The University of Wisconsin-Green Bay has a common technology planning cycle. The first comprehensive technology plan, *Technology for the 21st Century: a Framework for Planning* was developed by the institutional Technology Council with input from faculty, staff and students through surveys and open forums. This comprehensive plan was approved by the Chancellor's Resource and Planning Council in April 1998. Subsequently, the Information Services Division developed the *IT 2000 Action Plan* with specific objectives for the period 1998 through 2000 focusing on four strategic directions:

- Replacing and reconfiguring the campus network system
- Replacing the library management system
- Upgrading the database management system for student information
- Automating critical business functions

All the objectives of *IT 2000* were completed by fall 2000 and a new plan, *IT 2005 Action Plan* was developed for 2001-2005 with the following strategic directions:

- Supporting the use of technology in teaching
- Keeping current on server and desktop hardware, software and operating systems
- Implementing PeopleSoft Student Information and Shared Financial Systems
- Planning for web services, distance education, networking and document imaging

As the 2005 IT plan was nearing completion the Technology Council began to focus on creating the next comprehensive IT plan to guide future technology development. The Council gathered input on current and future technology needs from all constituent groups through web surveys, focus groups, governance groups and university-wide forums. This process produced: *UWGB Technology Plan 2010*, which included 40 objectives organized under three broad themes:

- Faculty/Staff Investment: helping people make better use of technology
- Technology Investment: maintaining and enhancing usability of current systems
- Technology Investment: new initiatives

During the 2008/2009 academic year the Technology Council recognized that many of the objectives of the 2010 plan had been accomplished and began to prepare for developing the next comprehensive technology plan. The Council gathered input through web surveys of the students, faculty, and staff; and, the CIO visited with faculty units, student governance groups and administrative units to gather additional information. The meetings with departments proved to be extremely valuable in understanding the current and future technology needs. Many of the ideas gathered during this process have been incorporated into *Tech Plan 2015*, which includes 56 objectives organized under four broad themes: **Enhancing Learning, Keeping Up, Staying Safe, and Going Green.**

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List the planning principles.

Adherence to standards. UW-Green Bay is committed to adopting common tools that ensure resources are used wisely to achieve equitable access to information technology for all students, faculty and staff. Adherence to these standards benefits the university community in the following ways:

- Reduces the complexity of support and improves service to users;
- Enables a shared institutional knowledge base that facilitates collaboration;
- Allows users to access their content and applications from anywhere at anytime
- Reduces overhead costs and minimizes down-time for repair;
- Improves the overall reliability, security and availability of software and data;
- Reduces the total cost of ownership

Security of data, applications and systems. The University is committed to safeguarding all personally identifiable information we obtain about individuals. Whether computer applications are hosted on campus or hosted externally, the data must be secure from unauthorized access.

Use of a central core database. A central core database managed by data custodians ensures data integrity, data security and protection of privacy. The core database shares data appropriately and securely with other systems to ensure efficiency and reliability, improve services, reduce staff workload and enhance communication within the university community.

Lifecycle planning and cost savings. When considering acquisition or implementation of a new technology the university evaluates the benefits in relation to the total cost of ownership. Technology should be used to reduce costs and improve services wherever possible. Start-up costs associated with a particular information technology as well as continuing costs, including upgrades and technology replacement costs, should be incorporated into the planning and budgeting for technology projects. Retiring IT systems that no longer produce value for the university is as important as adding new technologies.

Green IT. When considering acquisition or implementation of new technology it is important to evaluate the carbon impact on the campus. Technologies that reduce energy consumption and conserve resources should be deployed whenever possible.

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How is the plan being measured?

Bi-annual technology surveys to faculty, staff, and students are used to assess and update the IT action plans. Quarterly review of the action plan is done by the IS Division and semi-annual review by the Technology Council.

How is the plan tied to the university's strategic objectives?

The Plan is reviewed and approved by the Chancellor's Cabinet to ensure that the plan is supporting University strategic objectives. Whenever new technologies are considered, they are evaluated relative to how they support the campus mission and strategic directions.

How is the plan written (format, accessibility)?

The plan is written in a report format and made available to anyone through the Technology Council web site at <http://www.uwgb.edu/techcouncil>.

Are critical objectives identified? Is there an implementation plan for them?

Yes, the technology objectives are designed to serve student learning and university strategic directions. The action plan lists the implementation timeline and resources required.

Timeline

The objectives establish campus technology priorities through the year 2015.

Description of IT Plan governance on the campus

The Technology Council is responsible for the development and oversight of policies relative to the use of technology by faculty, staff and students. Policies developed by the Technology Council are made available to the campus community for review during the development phase and are reviewed by campus governance and advisory groups prior to final approval by the Chancellor.

Major themes of the plan

Tech Plan 2015 includes 56 objectives which are organized under four broad themes: *Enhancing Learning, Keeping Up, Staying Safe, and Going Green*. The first theme focuses on supporting the core educational mission of the university through the use of technology. The second theme focuses on maintaining the UWGB technology environment and keeping up with advancing technology in higher education to remain competitive. The third theme focuses on maintaining a safe and secure technology environment for students, faculty and staff to engage in their studies and work. The fourth theme follows the lead of the university in its efforts to be more environmentally respectful and energy efficient and to use resources wisely.

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The University of Wisconsin-Green Bay does not have any IT projects that exceed \$1 million. Listed below are six big projects that are very important to carrying out the institutional mission.

1. Campus network infrastructure replacement. Installation and configuration of ubiquitous wireless and upgrade of wired network

- **Project Description** – UW-Green Bay is replacing the aging network switches and is expanding its wireless network to cover all academic buildings.
- **Project cost** – \$800,000
- **Funding sources** – GPR
- **Completion targeted for May 2012**

2. Residence Life network infrastructure ResNet

- **Project Description** – UW-Green Bay is replacing the aging network switches in housing and adding a wireless network to cover all academic buildings upgrading its wireless network to cover all academic buildings as well as residence halls.
- **Project cost** – \$600,000
- **Funding sources** – Residence Life Program Revenue
- **Completed August 2011**

3. Workstation replacement for employees and classrooms

- **Project Description** -- Employee and teaching workstations are centrally funded and managed through Information Services. About 1/3 of faculty/staff workstations are replaced each year. Displaced machines are recycled to student employees, graduate students, temporary employees, and ad hoc instructors. Approximately 700 workstations will be installed or relocated. A standard image is developed for these workstations which significantly reduces support costs.
- **Project cost** – \$ 306,000 for workstations
- **Funding sources** – GPR and Program Revenue
- **Related Projects** – Upgrade to Windows 7 and Office 2010. Implementation of new desktop deployment tools, imaging, and management technologies
- **Issues** – Potential budget cuts affecting central workstation funds, student employee funds, or loss of key staff would impact success of project.
- **Completion targeted June 2012**

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3. Workstation replacement for general access and specialty student computer labs

- **Project Description** – Funding and management of student computer labs are centralized through Information Services. About 1/3 of primary lab workstations are replaced each year. Displaced machines are recycled to labs running low-end software and lab instruments. Approximately 250 workstations will be installed or relocated. A standard image is developed for these workstations which significantly reduces support costs.
- **Project cost** – \$ 176,000 for workstations
- **Funding sources** – GPR, PR and student technology fund.
- **Related Projects** -- Implementation of new desktop deployment tools, imaging, and management technologies.
- **Issues** – student enrollment levels affecting Student Technology fee funds; budget cuts affecting General Computer Access, Lab Modernization, or student employee funds; loss of key staff could affect success of project.
- **Completion targeted June 2012**

4. Virtualization of servers and data storage systems

- **Project Description** – Continue the process of converting servers to virtualized environment and upgrade to version 3.1. Storage capacity in the SAN environment increased from 12 terabytes to 16 terabytes.
- **Project cost** – \$ 100,000
- **Funding sources** – GPR
- **Completed December 2011**

5. Instructional technology installations

- **Project Description** – Convert additional classrooms to full technology installations to support the growing use of technology for teaching. Each classroom is equipped with computer, video projector, hi-resolution document camera, Blu-Ray/DVD/VCR player, and a confidence monitor. Thirteen classrooms and four studios were upgraded, and all technology classrooms received Extron Global Viewer Enterprise to improve ease of use for faculty and reliability of classroom technology.
- **Project cost** – \$ 200,000
- **Funding sources** – GPR
- **Completed October 2011**

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6. Implement Lecture Capture Technology

- **Project Description** – Mediasite and Camtasia Relay are being implemented to support lecture capture technology for on-campus instruction as well as distance education.
- **Project cost** – \$ 100,000
- **Funding sources** – GPR
- **Completion targeted January 2012.**