FY13 UW-River Falls Institutional Information and Instructional Technology Plan

A. Information Technology & University Strategic Objectives

1. How was the plan developed?
Currently, UW-River Falls is in the first year of our strategic plan. Prior to completing our strategic plan, our master campus plan was developed. The Information and Instructional Technology Council (IITC) is in its fifth year and has made tremendous progress in identifying the University’s needs and aligning funding and support to meet them. We are currently implementing a new membership structure of the IITC. This new structure will be better aligned operationally with IT and the services provided. The development of the information and instructional technology plan is aligned with the previously mentioned institutional plans.

2. List the plan principles
Supporting information and instructional technologies for the institution are necessary to meet the mission and goals of the University. This includes providing support for faculty, staff and students as it relates to their current and future use of technology in the fulfillment of their duties and educational experience. The Division of Technology Services (DoTS) provides a coordinated, cohesive and integrated service to the institution. Technology Services provides a single point of contact for problem resolution and service acquisition for all constituents. Technology Services provides services to the university’s community with equality, efficiency and a spirit of helpfulness with a high regard for quality, customer service and communication.

3. How is the plan being measured?
The plan that is currently being written will be measured using a variety of methods. These methods include, but will not be limited to the following:

- Bi-annual technology surveys to faculty, staff, and students. These surveys will be used to update the IT plan.
- Continuous improvement surveys will be randomly distributed to faculty, staff and students through our Customer Technology Services department and Communication Center, along with our Teaching and Learning Technologies department through the various training sessions.
- Quarterly review of the action plan will be done by the Technology Services management team
- Bi-annual review of the action plan will be done by the Technology Council
- Annual review of the Information and Instructional Technology plan will be done by the Chancellors Cabinet

4. How is the plan tied to the university’s strategic objectives?
Strategic Plan - Pathway to Distinction - 2012-2017

Focused mission statement - Our mission is to help prepare students to be productive, creative, ethical, engaged citizens and leaders with an informed global perspective.
Core Values - Student Centered, Academic Excellence, Inclusiveness, Innovation, Global Engagement and Integrity

Strategic Goals - Distinctive Academic Excellence, Global Education and Engagement, Innovation and Partnerships

UWRF will build an effective technological infrastructure to support the increasing demand and will provide the continuing training and support services needed to meet the institutions growing needs.

- Enhance the effective use of all technology for teaching, research and learning
- Provide an efficient, reliable and secure technology infrastructure that supports the development and delivery of state of the art technologies.
- Use technology to support efficient and effective operation of the university

5. How is the plan written (format, accessibility)?
The format of the current plan has not been determined. The plan will be highly accessible and will be primarily promoted through the Information and Instructional Technology Council and its web site.

6. Are critical objectives identified/Is there an implementation plan for them?
Yes, critical objectives have been identified. The Technology Services management team is currently prioritizing projects based on meeting the university’s strategic plan and the university’s operational plan. The Information and Instructional Technology Council, along with the Vice Chancellor for Administration and Finance, is currently analyzing the existing funding and purchasing processes to support the identified objectives to ensure implementation based on this prioritization. The focus is to ensure the most critical institutional needs, including IT infrastructure, are supported and understood to continue to grow along with the University.

Current Implementation is guided by the following:

- Improve support for technology and promote its effective use in classrooms, labs and other learning environments
- Meet the special technology needs of academic departments
- Make access to technology seamless and user friendly for faculty, staff and students
- Make sustainable and scalable improvements to campus network infrastructure
- Optimize organizational structure and performance of campus information and instructional technology functions and committees
- Enhance reliability, ease of use and convenience of business critical IT services
- Develop and support technological tools that promote continuous improvement of university operations
- Improve all aspects of technologically-focused communication and training
- Development of a technology service catalog and develop the alignment of business processes to coincide with the catalog.

7. Timeline
The defined initiatives are aligned with tasks to be completed according to the annual work plan. The current tasks are to be completed by the end of the 2012-2013 academic year.
8. Description of IT Plan governance on the campus
The Information and Instructional Technology Council is the primary advisory and decision-making group for information technology at UW-River Falls. The Councils purpose is to serve as an overall point of coordination, planning and policy development for information technology at the university.

- align the information technology master plan with the University strategic/operational plan
- support in the implementation of the Technology Services operational plan and IT Master Plan
- prioritize IT funding recommendations
- assist the campus with the prioritization of technology projects and monitor their progress
- review and recommend University policies related to information and instructional technology
- assist in the development and implementation of the campus long range equipment and software replacement plan
- assist in the development (target) review performance indicators for the Division of Technology Services to support the implementation of the IT Master Plan
- evaluate the effectiveness of the Technology Council and sub-committee structures and make appropriate recommendations for improvements
- charge Technology Council subcommittees with University related IT initiatives and create short-term ad hoc task groups to address specific issues

9. Major themes of the plan
Standardizing the information and instructional technologies in a way that ensures the needs of the university are met while increasing efficiency and support.

- Alignment of service requirements with DoTS personnel and resources to ensure decisions are made based on prioritization and strategy
- Creating new initiatives and maintaining current valued services and technologies
- Building and maintaining a training program and knowledge management system that this is highly accessible based on need
- Information Security and promoting the understanding of the need
- Campus communication and active involvement in current/future academic and administrative planning

B. Enterprise Projects for FY12 costing under $1 million

Self-Service Portal Implementation
- **Project Description** - Continued conversion of our directory services platform from Solaris Identity Manager to Microsoft Active Directory/FIM. Our current identity life cycle manager and user self-service portal have been replaced with Microsoft Forefront Identity Manger. Remaining work to address the need for self-service portal that allows faculty, staff, students and guests to manage user accounts. Address issues of potentially opening our wireless access to more guests with more accountability.
- **Project Cost** - $50,000
- **Funding Sources** - Student Technology Fee, GPR and Student Affairs PR.
- **Related Projects**
- **Issues**
**Academic Course Scheduling Software Upgrade/Conversion**

- **Project Description**: UWRF currently uses AdAstra for all academic course scheduling and EMS to non-academic course scheduling. Evaluate UWRF requirements for academic course scheduling and determine if EMS Campus product would meet the needs of campus. If EMS Campus doesn’t meet the needs of campus other products including an upgrade to AdAstra will be evaluated.
- **Project Cost**: $26,000 - $126,000 depending on solution
- **Funding Sources**: GPR
- **Related Projects**
- **Issues**: Current systems and internal processes

**Document Imaging**

- **Project Description**: Purchase and implement Image Now. This enterprise software solution will provide individual department the ability to scan paper documents, attach electronic documents to student, faculty/staff or other business records, create workflow processes and retrieve scanned documents quickly. Image Now fully integrates with eSIS (Electronic Student Information System) and other campus software applications to provide quick retrieval of scanned documents.
- **Project Cost**: $125,000.00 - $175,000.00 depending on scope
- **Funding sources**
- **Related Projects**
- **Issues**: workflow definitions and scope

**Workstation Replacement for general access and student computing labs**

- **Project Description**: Funding and management of student computer labs are centralized through Information Technology Services.
- **Project Cost**: $175,000 for workstations
- **Funding sources**: General Access labs Student Technology Fee funds and General Computer Access funds, Specialty labs Lab Modernization funds
- **Related Projects**: Evaluation and implementation of new desktop deployment strategies including imaging and management technologies
- **Issues**

**Workstation replacement for employees and classrooms**

- **Project Description**: Employee and teaching workstations are centrally funded and managed through Information Technology Services
- **Project Cost**: TBD
- **Funding sources**: GPR and Program Revenue
- **Related Projects**: Evaluation and implementation of new desktop/laptop deployment strategies including imaging and management technologies
- **Issues**

**University Wireless Upgrade**

- **Project Description**: Current project includes the introduction of 802.11n technologies within the classroom and residence hall environments and an upgrade to the core systems. The demand for wireless coverage continues to expand each year, as Faculty and Students use more mobile devices. Each year the University attempts to expand wireless coverage to include more coverage and increase the reliability of existing areas.
• **Project Cost** - $200,000
• **Funding Sources** - TBD
• **Related Projects**
• **Issues**

**Virtual Private Network**
- **Project Description** - continuation of the upgrade to the University border router firewalls in the last fiscal year. The implementation of the new software in those systems for increasing security and access to campus resources from on campus wireless and off campus access.
- **Project Cost** - $25,000
- **Funding Sources** - TBD
- **Related Projects**
- **Issues** - Systems have been acquired, however implementation remains. Security policies and the lack of an Information Security Officer (ISO) on our campus are slowing the ability to move forward.

**Improvement of Anti-phishing and malware systems**
- **Project Description** - Evaluation and purchase of border technology to reduce the email and web services threats of malware and phishing attempts.
- **Project Cost** - $100,000
- **Funding Sources** - GPR / PR and Special Technology Fee
- **Related Projects** - email and calendar
- **Issues**

**Surveillance Digital Video Recorder Replacements**
- **Project Description** - The campus' digital video recorders are coming to the end of their scheduled life cycle and will be proactively be replaced for the University Police, Student Affairs and some other campus areas. We will conduct an end to end evaluation of the current system and make changes to the overall system as recommended by vendors.
- **Project Cost** - $150,000
- **Funding Sources** - PR & GPR
- **Related Projects**
- **Issues**

**Technology Enhanced Classroom Upgrades**
- **Project Description** - The University’s demand for increased technology in the classrooms continues to grow. We currently are providing a Window and Apple platform in the majority of our Technology Enhanced Classrooms. This project will look at alternatives to reduce upfront and maintenance costs. The University is having difficulty supporting/enhancing the current classrooms, let alone create additional.
- **Project Cost** - TBD
- **Funding Sources** - GPR
- **Related** - Projects Closely related to the campus computer rotation plan and options.
- **Issues** - Course scheduling process and the need to support faculty that use both platforms.

**Credit Card Security / PCI-DSS**
- **Project Description** - The University has been in a constant improvement on its credit card processing security environment, there is always room for improvement. Also, now with the
new PCI 2 standards there are more requirements to be met. We have secured and are working with a PCI consultant to identify and assist in recommendations to address the gaps in our meeting the PCI standards.

- **Project Cost** - $50,000
- **Funding Sources** - PR & GPR
- **Related Projects**
- **Issues** - There are a number of infrastructure systems that will need to be upgraded to meet the PCI requirements. These extra sideline projects are making it difficult to proceed in a timely manner on the overall PCI effort.

**Incommon Silver, Shibboleth and eduRoam**

- **Project Description** - UW System TISC (Technology and Information Security Council) has decided that all campuses should become members of the Incommon organization and become Silver certified in the assurance program for security. This Silver rating will allow the University to participate in federal and state programs that require Shibboleth and will allow campus users to roam to other campuses and seamlessly use their Internet services.

- **Project Cost** - TBD
- **Funding Sources** - PR/GPR
- **Related Projects**
- **Issues**

**Microsoft Lync Deployment**

- **Project Description** - The University is in need of a communication tool that will enhance collaboration through using a variety of tools that are integrated within one service. Lync will provide multiple ways to validate location and availability status. Lync will also provide ways to communicate via instant message, phone and video conferencing.

- **Project Cost** - TBD
- **Funding Sources** - PR/GPR
- **Related Projects**
- **Issues**

**USelect**

- **Project Description** - Purchase and implement USelect. Uselect software provides students with an easy way to determine course equivalencies, program requirements and applicability of coursework between schools of their choice.

- **Project Cost** - TBD
- **Funding Sources** - GPR
- **Related Projects**
- **Issues** - Update of DAR is required.

**Student Affair Hardware Upgrade and Software Rewrite**

- **Project Description** - Move the existing Student Affairs software application to new virtual hardware environment. Once the new hardware is implement the software will be upgrade from MySQL database to SQL Server and the software will be converted from PHP to Java. During the software conversion the application will be streamlined and modularized.

- **Project cost** - TBD
- **Funding sources** - PR
- **Related Projects**
• Issues

Campus Fire Alarm and Emergency Notification Project
• Project Description - The campus is centralizing the monitoring of all the fire alarm systems and allowing for the development of an emergency notification public address system that will penetrate deeply into all the buildings. This multi-year multi-phase project will be coordinated with the wireless project to collaborate resources and contractors for installation. Technology services is involvement in both projects is in internetworking of these systems.
• Project cost - $TBD
• Funding sources - PR
• Related Projects - Wireless upgrades
• Issues

Building a campus Emergency Operations Center (EOC)
• Project Description - The existing campus emergency operations center (EOC) is located in an extremely high profile area of the campus in the University Center. This original selection was made because of the redundant services an utilities available. With the recent remodeling of our Technology Services main offices there is more adequate and out of the focus of the public facilities. Development of this area to have the technology needed to support the activation of the EOC is the responsibility of Technology Services.
• Project cost - $25,000
• Funding sources - PR & GPR
• Related Projects
• Issues

HRS / PICH interconnection
• Project Description - The new UW Human Resources System (HRS) brings new opportunities for increasing the availability of data in a shorter window of time. The PICH system will allow for the campus to receive HRS data in a more real time basis.
• Project cost - TBD
• Funding sources - TBD
• Related Projects
• Issues

Replacement of Sun server hardware
• Project Description - Sun Microsystems was a campus standard for a number of years, however in the past couple of years the Technology Services strategic plan is to move all systems over to Intel and Microsoft Windows. Some of our most high profile systems remain to be moved to the Windows Platform. This needs to be completed by October 2013 when our contract with Sun ends. This affects our student information system, main campus website and our current file collaboration (Xythos) system, plus a number of other smaller systems.
• Project cost - TBD
• Funding sources - PR, GPR, grant from Dell & Intel for engineering consulting
• Related Projects
• Issues
Project Management System

- **Project Description** - The Division of Technology Services is currently attempting to use a helpdesk system for tracking of projects. This system is not meeting the complex needs of projects for prioritizing, planning and executing projects. Technology Services will assess their needs and work to find a solution that best meets those needs.
- **Project cost** - $22,000.00
- **Funding sources** - PR / GPR
- **Related Projects** - SharePoint
- **Issues**

Microsoft SharePoint Implementation

- **Project Description** - A new web services staff member will be acquired and a significant project will be for the staff member to address the campus need for Sharepoint services. Implementation of SharePoint within the technology services division and on a campus wide basis will be addressed. How this integrates with project management and collaboration, as well with document imaging will be explored.
- **Project cost** - TBD
- **Funding sources** - PR / GPR
- **Related Projects** - Project management system, Document Imaging
- **Issues**

Falcon Promise classroom spruce ups

- **Project Description** - The Falcon Promise is a differential tuition program in place that augments the classroom modernization program and other campus programs. The idea behind the Promise is that we collaboratively are working with Facilities Management to have a 6 year plan of ensuring all classrooms are modernized with painting, floor coverings, furniture, technology and other requirements on a planned rotation. This addition influx of money will ensure that we are addressing the on-going maintenance of our technology enhanced classrooms.
- **Project cost** - Annual allocations
- **Funding sources** - Differential Tuition
- **Related Projects**
- **Issues**

C. Projects for FY13 costing over $1 million

None