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 Operational Excellence

Gaining customer confidence is a requirement in any service industry, and IT is not excluded. Day to day operations and processes must be effective, stable and they must provide value as perceived by the customer. Improving operational excellence includes the improvement of service delivery processes, metrics reporting, project management and delivery of services.

Create a Customer Friendly Culture

Central IT must evolve from the traditional IT department that focuses on performing transactional activities (resetting passwords, creating accounts, etc.) to a department that provides strategic insight and advice that enables achievement of the University mission objectives. Through establishing/maintaining relationships, Central IT will seek to establish a customer focused approach to service and implement processes for receiving customer feedback.

Improve Communications

Communication is historically a difficult objective for the IT department. Use of acronyms and IT “lingo” alienates listeners and affects IT’s ability to listen to its customers when they don’t speak the same “language”. The goals of this objective are to improve IT’s listening skills, improve IT’s ability to communicate outside of the IT department, establish relationships with the University business units, make effective use of the governance model, and maintain a regular presence on campuses and within divisions.

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 staff retention

Reducing the amount of staff turnover is a key to success for any organization. Central IT plans to address this need through effective management styles, a friendly, personable work environment, recognition of efforts over and above the defined position description, offering professional development opportunities to expand staff technical and customer service skills, and provide challenging opportunities that will grow staff beyond their current abilities.
B. Projects for FY14 (Important campus projects costing less than $1 million)

- **Flexible Option:** Continue to support the rollout of new UW Wisconsin Flexible option by providing IT leadership, updating processes and supporting the initial inclusion of Flexible Option students within the existing UW Colleges Student Information System.
- **Transition to Office 365:** Begin to transition to Microsoft’s Office 365 environment for email, instant messaging, file sharing and SharePoint services.
- **Mobile Device Management/BYOD:** Continue the rollout of MDM software and mobile device authentication software to support the BYOD trend on campus.
- **Improving Remote Connectivity:** Complete the implementation of a new Virtual Private Network (VPN) for use by faculty and staff to work remotely as needed.
- **SIS Hosting:** Resume evaluating cost effective options for hosting UW Colleges Student Information System (PRISM).
- **IT Value Measurement:** Implement processes to enable measurement of operational improvements that contribute to the overall value IT provides to UW Colleges and UW-Extension.
- **Data Center Improvements:** Improve the cooling capacity of the central data center to ensure adequate cooling capacity.
- **Shibboleth:** Implement Shibboleth federated identity management to enable federated connectivity to InCommon, Educause, Lynda.com and other federated services.
- **Business Intelligence (BI):** Continue enhancement of the BI infrastructure to meet the requirements of the financial and enrollment management business units.

C. Projects for FY14 costing over $1 million

There are no UW Colleges or UW-Extension IT related projects for FY14 that would exceed $1 million.