UW-Eau Claire FY2015 Institutional IT Plans

Information Technology & University Strategic Objectives

UW-Eau Claire utilizes a centralized computing support model. The central IT unit that is charged with providing IT services is called Learning & Technology Services (LTS).

 In support of the University Purpose, Vision, and Strategic Goals, LTS, in consultation with various faculty, administrators, and students, has identified the following objectives in its planning

- Maintain a high level of customer satisfaction by providing high quality ideas, reliable products, and efficient and courteous services
- Provide a robust networking and communication infrastructure in a secure, 7x24 environment
- Provide information and instructional technologies that meet the needs of the campus for education, research, communication, and administration
- Establish collaborative relationships and partnerships to ensure success of LTS and campus initiatives
- Build and maintain a compelling work environment for LTS staff
- Provide services and products using methods best suited to a sustainable environment

LTS regularly does SWOT analysis (Strengths, Weaknesses, Opportunities, and Threats) and strives to make sure its operational plan ties to the LTS strategic plan which links to the campus strategic plan.

LTS links to all seven strategic goals in UW-Eau Claire's Centennial Plan http://www.uwec.edu/Chancellor/stratPlan/upload/StratPlanFINAL.pdf including Promoting Connected Learning through providing listservs, email, web space, web-based course management software, and shared networked disk storage space. The LTS Strategic Plan and LTS Operational Plans are located on our web site http://www.uwec.edu/LTS/projects/index.htm. They are in ADA accessible format and are accessible to all students, faculty and staff attending/working at UW-Eau Claire.

LTS's plans are measured through several methods; Service Level Agreements, satisfaction surveys, and coming in within budget and on time according to project plans. Our ultimate measurement is if our students, faculty and staff would recommend us to others.

With ever more constrained resources due to multiple base budget cuts, LTS has developed several ways to ensure projects are on-time, within budget, and that the time and effort is reasonable. LTS uses project plans and Microsoft SharePoint to track complex projects and LTS utilizes multiple cross functional advisory groups.   One, for our Campus Solutions student administration system, made up of functional directors and faculty that have to approve any work that is not already approved in a plan that requires over 14 hours of effort. Another advisory group is for our campus software systems, including in-house and third-party developed software initiatives. The Learning Technology Cross Functional Team meets bi-weekly to discuss initiatives.

Projects for FY2015 [Important campus projects costing less than $1 million]

University Web Site Redesign and Enhancement

Consult and assist with design and implementation of a responsive design website which will support the University's campus marketing initiative to prospective students and faculty and provide meaningful information to current students, staff, parents and the community. This is a continuation of a multi-year project.

Hours	Budget/Source	Related Projects
4,000 hours	LTS funding plus $328,200 one-time budget for FY2015	

Continue implementation of a campus intranet

Continue implementation of a campus-wide intranet and digital workplace and migrate existing content to that intranet. Update SharePoint master page options to handle new page formats, configure site structures as needed for the Insider intranet, and migrate content to remove inappropriate pages from the campus internet while still making it accessible to all who need it.

Hours	Budget/Source	Related Projects
2,000 hours	LTS funding	

Vacate server floor currently in a flood plain

Move the primary campus data-center to Centennial Hall so it will no longer be in the flood plain. Redesign the network into a matrix to facilitate co-location of the data-center.

Hours	Budget/Source	Related Projects
600 hours	LTS funding	

Classroom Upgrades

Continue digital upgrades of classrooms and expand the project to retrofit departmental labs with digital signal transmission. Final year of a multi-year project.

Hours	Budget/Source	Related Projects
750 hours	$100k from LTS carryover, Technology Infrastructure budget, Classroom Mod budget, and Lab Mod budget	

Projects for FY2015 costing over $1 million

No projects costing over $1 million have been identified.