



University of Wisconsin - Platteville

**UNIVERSITY WIDE INFORMATION TECHNOLOGY  
STRATEGIC PLAN  
2014**

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# PRIORITIES



# UNIVERSITY WIDE IT STRATEGIC PLAN



*ITS is a trusted partner with the University of Wisconsin - Platteville community, providing strategies, solutions and services that anticipate and address student needs.*

Working to standardize, simplify and secure the university IT experience, with solutions based on service excellence.



# STRATEGIC PRIORITY I



## Deliver Student Centered IT Experiences

**Context:** *Growth in student recruitment and retention is directly connected to the value that students gain from their university experience and affiliation. In a competitive labor market, students expect they will be prepared with knowledge and skills that elevate their ability to secure and advance in the workplace. As the leading student focused institution, the University of Wisconsin - Platteville prioritizes the delivery of a fun and engaging student centered IT experience where students have access to industry leading tools and technology-supported physical and virtual spaces that enable them to learn, collaborate and succeed.*

- Students will have access to industry leading technology and software, receiving a learning experience that puts them at advantage in the labor market.
- IT support for student processes from admission to registration, billing, financial aid, grades to residence selection will be fast, predictable and efficient.
- Student self-service and one stop shop models will be used to reduce friction and lost time.
- Students will have access to a dynamic and engaging online student life that bridges on campus and virtual/distance experiences.
- The University of Wisconsin - Platteville will offer seamless, easy-to-use online service and support across the entire spectrum of contact - - from program exploration, admission and matriculation, to lifelong learning to alumni and community supporters.
- Staff delivery will be evaluated based on student feedback and evaluation of being student service oriented.



# STRATEGIC PRIORITY I



## Deliver Student Centered IT Experiences - *Initiatives*

**ANYWHERE,  
ANYTIME** University of Wisconsin - Platteville students will have access to accounts and learning tools, anytime from anywhere. Students will have the technology and capacity they need to support their work, independent of platform.

**UBIQUITOUS  
WIRELESS** Expansion of the wireless network increasing capacity, performance, security, coverage and ease of use.

**PROVEN PIONEER** A consistent University of Wisconsin - Platteville identity and authorization experience to the network and to the cloud.

**COLLABORATE  
DENS** A model for collaborative space design that is technology enabled, this project will increase the number of available work spaces that can be used by students to work together.



# STRATEGIC PRIORITY II



## Nurture an Innovative Learning Community

**Context:** *The application of technology and new learning approaches is key to sustaining a vibrant and creative learning community. Awareness of emerging approaches and support for pilot projects to test and refine solution application at the University of Wisconsin - Platteville requires a structure to support and sustain innovation. Resources and energies will be aligned with an eye to controlling our own destiny and enriching the Tri States area.*

- Investments and new approaches will be subject to rigorous assessment and candid, constructive evaluation.
- Results matter. IT will support the identification, quantification and pursuit of outcomes that support institutional mission and goals
- Student involvement and innovation will be actively incorporated in IT planning and execution.
- Faculty will receive support and funding to apply best practices for enhancing learning outcomes from leading STEM focused institutions, K-12, and successful hybrid/online organizations.
- A robust discussion forum will be maintained to highlight the evolution of learning pedagogy, assess outcomes and develop strategy.
- A bias for action will be evident in translating and applying research and innovation at the University of Wisconsin - Platteville. Successes and failures will be celebrated, with a premium placed on sharing results and a culture of collaboration working across boundaries to address common challenges.



# STRATEGIC PRIORITY II



## Nurture an Innovative Learning Community - *Initiatives*

***INNOVATION LABS*** Cross-functional exchange dedicated to testing and pursuing application of new learning solutions in University of Wisconsin - Platteville classrooms and online. Funding and support for embedding technology in administration, scholarship and teaching.

***INNOVATION CHANNEL*** Various media formats will be used to convey and diffuse ideas and application across the university community. Policies, processes and technology-transfer change management technologies will support dissemination and adoption.



# STRATEGIC PRIORITY III



## Elicit and Apply Data Insights

**Context:** *The University of Wisconsin – Platteville will apply Information, analytics and business intelligence tools to drive the application of insights that enable the institution to advance effective decision making. Data will be easily available, in consistent and understandable formats to users across all academic and administrative channels. Tools for exploring information, visualizing results and supporting a culture of evidence will be actively improved.*

- Streamline and encourage the use of Business Intelligence tools for academic and administrative users. Convey information about data sources and master data management, clarifying responsibility for data stewardship through assigned resources.
- Champion the university wide improvement of decision making capabilities. Provide opportunities and tools for collaboration of ideas, problems, solutions and knowledge throughout the university community, within the System and with peer institutions.
- Formalize alignment of IT, business intelligence resources and the work of the Office of Institutional Effectiveness and Assessment (OIEA).
- Highlight emerging practice across the institution in the exploration of data impacts and application of data insights.



# STRATEGIC PRIORITY III



## Elicit and Apply Data Insights - *Initiatives*

### **OPERATIONAL REPORTING KNOWLEDGEBASE**

Deliver a coordinated training and support experience for users of data and BI solutions. Offer methodology and framework for data exploration including analyst time to support start up and adoption of operational reporting standards.

### **CAMPUS MASTER DATA MANAGEMENT**

Clearly identify and direct institutional support toward a single solution for delivering enterprise data warehouse, an operational data store, data marts and data tables/cubes with an enterprise reporting system. Establish standardized data tables to support reporting and continually modify/update so the tables respond to areas of emerging need.

### **ANALYTICS CURATOR**

Identify authoritative institutional primary point of contact related to data analytics, provide support for outreach, education and training.



# STRATEGIC PRIORITY IV



## Provide a Resilient and Secure Infrastructure

**Context:** *The university infrastructure is the foundation for ongoing support and expansion of teaching, learning, outreach, research and operations. Investments and improvements will be made to infrastructure to deliver a secure, robust, reliable and easy to use IT experience. Capital planning will highlight a road map and necessary investments to assure the development of ongoing upgrades and investments to support growth.*

- All users of University of Wisconsin – Platteville provided networks and technology will have an appropriate understanding of security issues and their rights and responsibilities in supporting an environment that balances access with security considerations. Federated identity management will support system and network access.
- Aging systems such as email, phone, network and analog video will be upgraded and replaced with components and solutions that will support future needs and offer a path to cost efficient ongoing evolution.
- System wide planning resources will be applied to focus on anticipated opportunities for collaboration and shared services so that emerging University of Wisconsin – Platteville infrastructure serves as an enabler and not a barrier to future opportunities.
- Vendors and suppliers will be consulted as a valuable resource for information and potential services that accelerate the build out of solutions.
- IT will expand the institutional capacity to effectively manage service providers, evaluating and constructively securing high quality value for spend.
- Where ever appropriate and feasible, cloud based or virtual infrastructure will be leveraged as a means to reduce physical infrastructure and associated maintenance.
- University of Wisconsin – Platteville will expand and test its capacity to address disaster recovery and business continuity issues.



# STRATEGIC PRIORITY IV



## Provide a Resilient and Secure Infrastructure - *Initiatives*

**CAPITAL MASTER PLAN** An IT Master Plan for addressing current and future infrastructure requirements will include hardware, software, staffing and facilities that are needed to support institutional growth.

**SECURITY SWEEP** Recognizing the dynamics and pressure of maintaining secure operations, develop information security infrastructure and management practices using industry standards (ISO27002) Document and communicate security architecture roadmap. Design and implement security awareness and education programs. Implement federated identity management.

**UTILITY** IT will identify core systems and service metrics. IT will act as a high stakes, high value utility for identified systems, with an emphasis on resilient infrastructure, providing 24/7/365 service.

**COMPUTER ASSET MANAGEMENT** Drawing upon review and resource rationalization, IT will articulate standards for improving university-wide computer asset management. Devices will include mobile, laptop, desktop, departmental/unit lab and enterprise assets.



# STRATEGIC PRIORITY V



## Pursue Pragmatic Solutions

**Context:** *Increasing budgetary pressures require an agile response to deliver IT support and services while enhancing student learning experiences. We seek to align our core competencies with strategic priorities. Difficult decisions must be made, some decisions will significantly alter the way we have historically accomplished core IT tasks. While we seek to control our own destiny, we conclude that doing so may not always require that we accomplish all things on our own.*

*Even when it is may be feasible for the University of Wisconsin – Platteville to develop solutions in-house, doing so may lead to the creation of one-offs without any economy of scale. By benefitting from costs spread across the System and other clients, learning and improving based on each one, the University of Wisconsin – Platteville can ultimately secure a more cost effective and better quality solution.*

- Resource allocation will be based on understanding what students value. Make the first question in any resource discussion HWTBS: How will this benefit students?
- Standards and standardization will be used to improve efficiency.
- IT will define and pursue core competencies, looking to use partners for any non-core service, software or support.
- Where ever possible, a configurable solution that has potential to support multiple needs will be selected and supported. Customization, and the resulting maintenance cost and distraction will be vigorously avoided.
- IT will focus on technology alternatives and frameworks, defining and championing characteristics of cost effective solutions that fit the long range university support model.
- Sensible, simple and cost effective approaches that are available now will be preferred over perfect solutions with unknown requirements and completion dates.



# STRATEGIC PRIORITY V



## Pursue Pragmatic Solutions - *Initiatives*

**IT ARCHITECTURE BLUEPRINT** Create a target architecture and transition plan that includes ITS portfolio optimization for the upgrade, migration or replacement of technology components. Based on common service needs and future plan, create a template to facilitate future provisioning, configuration and access controls. Establish and maintain minimum operating standards to address aging hardware.

**CHANGE MANAGEMENT** Continued discipline on roll out of project management and change management processes.

**DASHBOARD** Performance metrics listing solution cost and how value is assessed. Provide information about ROI for standardization and projects.

**IT GOVERNANCE** Maintain an up to date summary of priority IT projects, including rationale and prioritization. Solicit involvement of university community in participating on governance groups and respond to recommendations for improvement.

**CULTURE OF SERVICE EXCELLENCE** IT will expand a service excellence orientation and training for all support personnel and partners, with clear goals for core competencies, accountability, service appraisal and improvement. University wide adoption of a consistent approach to service excellence.



# Key Initiatives Timeline

		FY 14	FY 15	FY 16	FY 17
Deliver Student Centered IT Experiences	<ul style="list-style-type: none"> <li>Wireless expansion &amp; BYOD/Mobile device support</li> <li>Identity and authorization consistency: network/cloud</li> <li>Streamlined and integrated student systems, PASS upgrades, D2L/Pass integration</li> <li>Unified technical support self-service (Footprints)</li> </ul>	X	X X	X	
Nurture an Innovative Learning Community	<ul style="list-style-type: none"> <li>Design and build collaborative learning spaces</li> <li>Deliver training and support that builds capacity and drives creativity</li> <li>Expand Usability and Accessibility, common access</li> <li>Application of virtual/online learning solution guidance</li> <li>Media Channels, Lab and PD to build/share skills, expertise and credentials</li> </ul>	X X	X X X X	X X X	X
Elicit and Apply Data Insights	<ul style="list-style-type: none"> <li>Standardized Data Definitions, master data management</li> <li>Disseminate BI Report Tools and Templates (new tools)</li> <li>Consolidate and deliver institutional metrics, Online dashboards</li> <li>Position BI as 'go to' resource for decision making</li> <li>Coordinated BI training and support</li> </ul>	X X	X X X X X	X X X	X X X
Provide a Resilient and Secure Infrastructure	<ul style="list-style-type: none"> <li>Capital investment master plan</li> <li>Utility provider for core systems and solutions</li> <li>Security and Identity architecture, IAM, InCommon, Eduroam</li> <li>Enhance Network speed and storage access efficiency</li> <li>Virtual Desktop, Software licensing</li> </ul>	X  X X	X X X X	X X	X
Pursue Pragmatic Solutions	<ul style="list-style-type: none"> <li>Service Catalog Reference Resource</li> <li>Change Management discipline</li> <li>Establish consistent standards for hardware, software and interoperability; declare core competencies</li> <li>Culture of Service Excellence, Performance Feedback and Assessment</li> </ul>	X X X X		X	X

