

FY15 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 has several planning activities in process. We are in the fourth year of our University's strategic plan, *Pathway to Distinction*. The institutional budget planning process is currently being refined. The Information and Instructional Technology Council (IITC) is in its first year after being restructured to align 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) will provide a coordinated, cohesive and integrated service to the institution. Technology Services will provide a single point of contact for problem resolution and service acquisition for all constituents. Technology Services will provide 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 Chancellor's 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 institution's 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 effectible 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 Academic Affairs, 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.
- Development of a centralized information technology project management process that aligns projects with UWRF's strategic plan. This will include university-wide stakeholder communication and prioritization.

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 2014-2015 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 Council's 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 FY15 costing under \$1 million

1. University Voice over IP Implementation

- **Project Description** – Plan, procure and implement a VoIP solution. This enterprise solution will include five separate projects in phase one. Phase two will include more details involving unified communications.
- **Project Cost** – \$350,000.00 – \$600,000.00 depending on scope
- **Funding Sources** - TBD
- **Related Projects** – Network Infrastructure Redesign and Upgrade Project
- **Issues** -

2. Network Infrastructure Redesign and Upgrade

- **Project Description** – Plan, procure and implement a new network infrastructure design that is positioned for the future demand of students and faculty. This design will focus on enhanced security and increased accessibility and bandwidth.
- **Project Cost** – \$300,000.00 – \$500,000.00 depending on scope
- **Funding Sources**
- **Related Projects**
- **Issues**

3. Document Imaging

- **Project Description** - Purchase and implement ImageNow. This enterprise software solution will provide individual departments 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. ImageNow fully integrates with eSIS (Electronic Student Information System) and other campus software applications to provide quick retrieval of scanned documents.
- **Project cost** – \$175,000.00 - \$250,000.00 depending on scope
- **Funding sources** –
- **Related Projects** –
- **Issues** – work flow definitions and scope; hosting

4. Virtual Desktop Infrastructure

- **Project Description** – Plan, procure and implement virtual desktop infrastructure. This project will initially focus on the campus' general access and instructional computer labs.
- **Project Cost** - \$250,000.00
- **Funding Sources**
- **Related Projects**
- **Issues**

5. University Website Redesign

- **Project Description** – Working closely with University Communications and Marketing, the UWRF website was redesigned. This redesign focused primarily on top levels to enhance the external focus for recruitment and marketing. This redesign was able to be built off the enhanced foundation including responsive design and mobility.
- **Project Cost** -
- **Funding Sources**
- **Related Projects**
- **Issues**

6. Electronic Course Evaluation System

- **Project Description** – Plan, procure and implement an electronic course evaluation system. This system will integrate within our student information system and course management system. Students in both online and seated courses will use this system to evaluate UWRF courses.
- **Project Cost** - \$75,000.00
- **Funding Sources**
- **Related Projects**
- **Issues**

7. Electronic Faculty Activity Reporting System

- **Project Description** – Plan, procure and implement an electronic faculty activity reporting system. This system will be used to provide data to assist the UWRF Program Prioritization and Review process.
- **Project Cost** - \$50,000.00
- **Funding Sources**
- **Related Projects**
- **Issues**

8. Self-Service Portal Implementation – Phase Two

- **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 Manager. 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**

9. 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

10. 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** –

11. 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 deployment strategies including imaging and management technologies
- **Issues** –

12. 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**

13. 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.

14. 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** –

15. 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**

16. 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.

17. 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 3 standards there are more requirements to be met.
- **Project Cost** - TBD
- **Funding Sources** – PR & GPR

- **Related Projects**
- **Issues** – The continued maintenance of a separate PCI physical environment is high overhead. We are working with VMware to see how we may virtualize components of the environment and remain compliant.

18. 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** –

19. Microsoft Lync Deployment

- **Project Description** – The University is 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** –

20. Office 365 – Phase Two

- **Project Description** – Faculty and Staff email migration from MS Exchange 2010 to Office365 was successful in FY14. Phase two investigates the other service associated within the Office 365 suite. OneDrive, SharePoint and Lync are our top priorities.
- **Project Cost** - TBD
- **Funding Sources** – GPR/PR
- **Related Projects** – Account provisioning and de-provisioning
- **Issues** – Office365 Support from Microsoft

21. 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** –

22. Project Management System – Phase Two

- **Project Description** – The Division of Technology Services has recently implemented a project management system to centrally track projects. This system allows Technology Services to manage the complex needs within projects for prioritizing, planning and executing projects. Technology Services has implemented TeamDynamixHE Project Management System. Phase two will include additional development and increased ability to manage resources within the Division of Technology Services.
- **Project cost** – \$22,000.00
- **Funding sources** – PR / GPR
- **Related Projects** –
- **Issues** –

23. IT Helpdesk and Ticketing System – Phase Two

- **Project Description** – The Division of Technology Services is currently Footprints for all services and incident tracking. In order to provide a comprehensive approach to managing all incidents, service requests and projects, one integrated solution is critical in order to provide a seamless, transparent quality of service. Technology Services will be implementing TeamDynamixHE Ticketing System.
- **Project cost** – \$12,000.00
- **Funding sources** – PR / GPR
- **Related Projects** –
- **Issues** –

24. Falcon Promise – classroom renovation

- **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** –

25. Special Course Fees

- **Project Description** – A new process on campus for addressing the assessment of special course fees to student accounts. This is a large development in-house project working with a number of conflicting requirements from a number of the campus’ functional offices.
- **Project cost** – TBD
- **Funding sources** - PR
- **Related Projects** –
- **Issues** –

26. Fiber Optics Classroom Technology Enhancements at Campus Lab Farms

- **Project Description** – Our campus lab farms are robust teach facilities that are devoid of modern data infrastructure. We recently installed intra-building cabling at our Mann Valley facility to address the need for wireless in the Pavilion and at the offices of each of the faculty on site. We will attempt to address the need for improved connection from each farm back to the main campus. The Dairy Learning Center’s classrooms will receive enhanced wireless coverage and a mobile laptop learning environment.
- **Project cost** – \$60,000
- **Funding sources** – GPR
- **Related Projects** –
- **Issues** –

27. Media Management Storage and Delivery System

- **Project Description** – Kaltura Management Console was adopted last fiscal year. We are working to iterate the campus license within the newly formed System license provided through Common Systems.
- **Project cost** – TBD
- **Funding sources** – PR/GPR, Online Learning Fees
- **Related Projects** –
- **Issues** –

28. Active Learning Classroom

- **Project Description** – A remodeled campus space to create a state-of-the-art 12, 9 person interactive student collaboration tables.
- **Project cost** – \$900,000.00 (\$400,000.00 in technology costs)
- **Funding sources** – System Funded
- **Related Projects** –
- **Issues** –

C. Projects for FY15 costing over \$1 million

None