



Technology Services Strategic Direction
2014-2016 Update

“If we are not serving the student directly, we are serving someone who is”

Who we are:

Technology Services currently reports to the Vice Chancellor of Administration and Finance due to a vacant CIO position. The department consists of 3 units:

- Technology Application Services
- Technology Infrastructure Services
- Technology Support Services

What we do for the campus:

The Technology Services plan arranges multiple objectives under five goals that tie to the current strategic plan. The goals are:

- 1) Faculty Staff/Investment: helping people make better use of current technology;
- 2) Technology Investments: maintaining and enhancing usability of current systems;
- 3) Technology Investments: new initiatives;
- 4) Technology Infrastructure and Security: supporting reliable and effective uses of technology;
- 5) Planning and Process: improving the delivery of technology services.

To ensure that campus stakeholders have input into projects and initiatives of the Technology Services Unit, the unit meets with multiple cross-campus steering committees including:

- Information and Instructional Technology Services (IITS) -- The units that provide information and instructional technology services are Technology Services, the Distance Learning Center, the Center for Excellence in Teaching & Learning, the Library, and ResNet. This group is to plan and coordinate provision of all information and instructional services for the campus.
- University Technology Committee (UTC) – Currently due to our CIO vacancy the Vice Chancellor for Administrations and Finance is meeting with campus stakeholders to determine classroom technology needs for allocation of classroom and lab modification funding. This committee also helps with the development of campus IT policies.
- Student Information Systems Council -- made up of the directors of primary Student Support units, Student Support Service, Graduate Studies, Adult Learning, and Campus Life this steering committee assists with project prioritization for projects related the primary Student Information systems (PeopleSoft Campus Solutions and ImageNow).

2014-16 Projects:

The following table identifies projects scheduled for 2014-16 against the five goal categories. There were no projects over one million dollars identified.

Faculty Staff/Investment: helping people make better use of current technology				
Task	Unit(s) and Partner(s)	Resources	Timeline	Status
Enhance Faculty Advisor self-service	Application Services, Faculty and Advisement Committee	<ul style="list-style-type: none"> -Customize PeopleSoft Advisee and class rosters to provide additional data to allow Faculty and advisors to better organize rosters information and include data to more easily identify at-risk students -Enhance early alert warning system to include advisors 	Fall 2013	Complete
			Spring 2014	In Progress
Promote use of videoconference services	Technology Support and Campus Administration	<ul style="list-style-type: none"> -Blackboard Collaborate through the UW Portal -Use of Codec based systems -D2L Administrator and Other Technology Staff -UW Training Resources 	2013-2016	In Progress
Website redesign	Campus Webteam leadership with time from all constituencies	<ul style="list-style-type: none"> -Funding from university relations grant to improve campus marketing efforts. -Staff time to meet with vendor through all stages of development. -Implementation by campus webteam 	Spring 2014-2015	In Progress
Faculty D2L and Online Room training	Technology Support and Distance Learning	<ul style="list-style-type: none"> - Develop and deliver effective training to faculty on D2L and online rooms -D2L Admin and Distance Learning Course Designer - Implementing an asynchronous training program so faculty can take training on their schedule. 	Ongoing	Ongoing

Technology Investments: maintaining and enhancing usability of current systems				
Task	Unit(s) and Partner(s)	Resources	Timeline	Status
Investigate Student Information System Mobile Application	Application Services, Web Master, Student Information Systems council	Review and determine feasibility of implementing PeopleSoft Mobile application offerings	Summer/Fall 2013	Complete
Bookstore purchases to student account	Application Services, JBS management, Bursar, FA director	Create processes to allow students to charge appropriate bookstore purchases on their student Tuition and charges account	Fall 2013/Spring 2014	Complete
Classroom Technology Renovations	Technology Staff with Facilities Management	- Through Tech Fee and Classroom Funding sources renovate and update classroom technology where appropriate to stay current	Spring and Summer 2015	Pending
Implementation and Transition to MS Office 365 for Faculty and Staff	Infrastructure Services and Support Services	Staff from Technology Services units. Collaboration with other UW campuses that have already migrate.	Fall 2015	Pending
Technology Investments: new initiatives				
Task	Unit and partner	Resources	Timeline	Status
Convert Crystal reports to new BI Publisher platform	Application Services, Functional offices	Train staff on new tools set and begin conversion of critical reports	Fall 2013-summer 2015	In Progress
Move Campus Wide Area Network POP from WiscNet to UW System Network. Increase Capacity and redundancy	Infrastructure Services, Support Services, UW Network Engineers, WiscNet Engineers.	Infrastructure Services will work with UW Engineers on the design and implementation of the new network. Support services will keep the campus informed on any issues that may impact end user productivity. Funding will be needed to purchase equipment capable of handling the increased speed and redundant wide area network connections.	January 31 st 2015	Complete

Virtual lab/desktop pilot	Infrastructure Services, Support Services and possibly outside consultants.	Pilot a 15 workstation virtual student lab and a five virtual workstation environment for staff in order to assess the impact on end user accessibility and productivity versus energy savings, ease of management and hardware savings. Some funding may be necessary for licensing and hardware.	July 2015	In Progress
Internet Protocol Version six	Infrastructure Services, Support Services and UW System Network Engineers, third party vendors.	Infrastructure services will work with UW System Network Engineers, Third Party Vendors and Support services to migrate the campus from Internet Protocol Version four to Version 6. Some funding may be necessary for consulting and to replace legacy hardware.	August 2015	In Progress
Upgrade DE Room Codecs	Technology Support, Infrastructure Services, Distance Learning	-Install new self-managed communication CODECS in two distance learning rooms to improve usage and reduce costs. -Technology staff time to install and design.	Spring 2014	Complete
Superior Community Area Network	Infrastructure Services, UW Extension, CCI Systems	Create fiber loop connecting the City of Superior, Douglas County, WITC, the Superior School District and the University of Wisconsin Superior	Summer 2013	Complete
Technology Infrastructure and Security: supporting reliable and effective uses of technology				
Task	Unit and partner	Resources	Timeline	Status
Upgrade PeopleTools	Application Services, Functional offices	Upgrade PeopleTools	January 2013	Complete
Reconfigure PeopleSoft test server configuration	Application Services, Infrastructure services	Reconfigure servers to allow for additional test environments and take advantage of new virtualization opportunities	Spring 2015	In Progress

Replace legacy single-mode fiber optic cabling between campus buildings with high-capacity single mode fiber.	Infrastructure Services, Facilities Management, Technology Support Services, third party fiber installation company	Facilities Management would need to establish a system level project to help with design and funding. Facilities Management and Infrastructure services would coordinate activities with the vendors. Support services would be in charge of keeping the campus informed of technical issues that may impact productivity.	Summer 2016	Pending project approval
Increase campus WiFi coverage and capacity	Infrastructure Services and Facilities Management	In order to bring WiFi access to areas with little to no signal an investment will need to be made in additional access points. Facilities Management may be involved in installation and Infrastructure Services will be responsible for configuration	Summer 2015	In Progress
Increase campus network perimeter security	Infrastructure Services and user support services.	Increase campus network perimeter security with devices specifically designed to manage malware, infected web sites and email exploits.	March 2015	In Progress
Implement BYOD Strategy	Infrastructure Services, Support Services, Cisco, Heartland Business Systems	Implement a BYOD system for wired and wireless access supporting multiple levels of security	Summer 2013	Complete
Achieve PCI Compliance for campus	Trustwave, UW Superior Auditing Department, Infrastructure Services, campus departments	Bring the Campus into PCI compliance where applicable.	December 2013	Complete
Planning and Process: improving the delivery of technology services				
Task	Unit and partner	Resources	Timeline	Status
Standardized Project management documentation	All units	Establish standard procedures for identifying, justifying, , documenting and managing major projects	All year	In Progress

Collaboration efforts with other UW Campuses	UW-Superior IT and other UW-Schools	Establishing closer working relationships and collaborations on projects to mutually benefit UW schools and students.	Ongoing	Ongoing
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Summary

The Technology Services team consists of a very strong group of IT professionals who are dedicated to providing solutions to the campus community that align with the strategic mission of the campus. We work closely with all campus constituencies to make the most of the resources available and ultimately provide the best technology possible to serve our students keeping in mind that everything we do impacts the Student experience on the campus.