

## UW-Eau Claire FY2016 Institutional IT Plans

### *Information Technology & University Goals and 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 goals in its planning

- ♦ Maintain a reputation as a Mark of Excellence on campus and continue to serve the campus as a strategic business partner for colleges and offices, leading efforts to gain efficiencies and enhance learning
- ♦ 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 web site redesign and enhancement, including evaluation of requests for changes to existing web pages in addition to approval of the plans for upcoming site redesigns. The Learning Technology Cross Functional Team meets bi-weekly to discuss initiatives.

## *Projects for FY2016 [Important campus projects costing less than \$1 million]*

### **Major Restructuring of Staff and Services**

Consult and assist with priorities determined in response to the record budget reductions and related staff attrition. Determine how LTS can best facilitate changes needed in administrative delivery of services to students and faculty. Reorganize internal staff responsibilities and provide needed training to handle loss of multiple staff members.

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

### **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
7,000 hours	LTS funding plus \$228,000 one-time budget for FY2016 and FY2017	

### **Implementation of Office 365 cloud services**

Configure and implement access to Office 365 cloud services for document storage, browser-based versions of Office software, and access to multiple copies of the most recent version of Microsoft Office to install on personally-owned devices for all current students, staff, and faculty.

Hours	Budget/Source	Related Projects
1,200 hours	LTS funding, resulting in a net savings in license fees	

### **Set up campus-wide implementation of ImageNow**

Analyze needs and implement ImageNow document workflows as needed to make campus processes more efficient. This is a collaborative effort with UW-Stout hosting the ImageNow server and assisting with technical set-up.

Hours	Budget/Source	Related Projects
1,000 hours	LTS funded in FY2015 as a way to drive down administrative costs	

#### **Vacate Schofield Hall, including moving the 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 (continued from the previous year). Redesign the network into a matrix to facilitate co-location of the data-center. Continue the partnership with Chippewa Valley Technical College in co-locating to the CVTC NanoRite regional data center. Move the photo studio and LTS staff offices out of Schofield to free space for other designated University uses.

Hours	Budget/Source	Related Projects
1,000 hours	LTS funding	

#### **Replacing Cisco Switches**

Plan and begin a multi-year project for retiring Cisco switches, maintaining an inventory of hot spares and eventually replacing all switches needing changing. Due to budget constraints, this is the first year of a multi-year project.

Hours	Budget/Source	Related Projects
500 hours	\$90k from LTS funding per year, for an estimated overall cost of \$250k	

#### *Projects for FY2016 costing over \$1 million*

No projects costing over \$1 million have been identified.