

FY16 UW-Parkside Institutional IT Plan Report

A. Information Technology & University Strategic Objectives [1-2 pages]

1. How was the plan developed?

The plan is a compilation of input received from a wide array of formal and informal sources including the Cabinet, the Provost Leadership Group, and the institution's IT governing bodies such as the Information Resources Committee, Technology Steering Group, Student Technology Fee, and the IT Core Team. Additional observations from less formal interactions with the campus community and other UW System institutions also played a significant role in forming this plan. A technology roadmap and related documents were put together based on the findings.

2. List the plan principles

Principles – the IT strategic plan is put together primarily based on input from the various stakeholders. The initiatives must be aligned with the University's strategic plan and prioritized. The proposals are also reviewed for alignment with Educause Top 10 issues.

Learning Technologies – The campus places a high priority on items that advance teaching and learning. This includes support for the learning management system, online and hybrid instruction, and classroom and related technologies.

Infrastructure – The infrastructure on campus continues to be a focal point for investment. Basic network bandwidth, wireless network coverage, and a reliable and secure server and storage environment are keys to providing computing services to the entire campus community.

Standards – When feasible, the campus seeks to utilize standards and to collaborate in applications and approaches to IT challenges, both among different segments of our own campus and between UW-Parkside and other UW campuses. Focusing on a limited set of solutions allows Campus Technology Services (CTS) to more reliably and efficiently provide for campus needs. In addition to supporting campus-wide standards, UW-Parkside also finds great benefit in aligning and benchmarking itself with other UW campuses when investigating and implementing IT solutions. The collective knowledge and experience of the entire UW System is a great asset that the campus seeks to utilize whenever possible. This is true for large Common Systems such as Peoplesoft as well as more limited-use applications. When problems arise this approach provides for much greater depth in troubleshooting and quicker solutions that ultimately create a more reliable environment for the entire university community.

Maximizing financial and human resources – All new IT requests are evaluated to determine the total costs compared to the expected benefits and carefully chosen to make the most of limited resources.

3. How is the plan being measured?

The ultimate purpose of the IT plan is to provide the campus community with valuable, timely, and reliable IT services to campus. The value to the community is measured through program reviews and feedback provided predominantly through the IT governance bodies. A technology survey is administered annually to more thoroughly measure information technology services and to refine the strategic plan for CTS.

4. How is the plan tied to the university's strategic objectives?

The University has identified key in its strategic plan Together they provide the overall environment which the IT plan then works to support. New projects proposed for the IT plan as well as existing projects will be evaluated against the campus strategic directions to determine appropriateness and priority.

5. How is the plan written (format, accessibility)?

The plan has been made available on the Web site in Adobe Acrobat (pdf) format and provided in paper copy as requested. A live Web-based project management system PPM-Roadmap is used for ongoing tracking.

6. Are critical objectives identified/Is there an implementation plan for them?

Critical objectives and priorities for all objectives along with milestones will be clearly stated in the plan. The general timeline for implementation will also be shown in the plan, with more specific project management timelines held by assigned project team members.

7. Timeline

At this time the IT plan covers one calendar year while the larger roadmap includes plans for 3 or more years in the future and historical information.

8. Description of IT Plan governance on the campus

Information technology staff on the UW-Parkside campus works closely with the Information Resources Committee (comprised of faculty, staff, and student representatives assigned by the University Committee), the Technology Steering group (comprised of key technology stakeholders), the IT Core Team (primarily users of Common Systems), and other formal and informal bodies. Additionally, the Cabinet, the Provost Leadership Group, the Deans, and other leaders are consulted on relevant projects. These groups provide guidance and develop policies for IT as well as library resources on campus. The CIO reports to the Associate Vice Chancellor, Academic Affairs, and is ultimately responsible for the implementation of the IT plan in collaboration with campus stakeholders and governance groups.

9. Major themes of the plan

Support key strategic goals. The University's key strategic goals include becoming a premier regional university that transforms lives, achieving sustainable growth, and advancing economic growth through community engagement and partnerships. Each project is aligned with one or more of these goals.

Ensure access for faculty, staff, and students - This means providing a robust infrastructure capable of providing computing services anywhere, anytime. It also means ensuring the desktop and server environments are reliable, supportable, and capable of supporting new applications as needs arise in our fast moving environment.

Support teaching and learning – Providing dedicated support staff and technology investments that facilitate teaching and learning. This includes introducing faculty to new technologies and making training and support available to assist with in the direct use of technology in teaching and learning. Classroom technologies (audio/visual equipment, smart boards, data projection) and online teaching tools and environments such as Desire2Learn and wikis are examples.

Support recruitment and retention of faculty, staff, and students

The overall technical environment plays a significant role in determining the attractiveness of any campus. Specific factors may include bandwidth available in residence halls, support for advanced research applications, ubiquitous wireless connectivity, or a modern desktop computing environment. Keeping the IT environment up to date and capable of meeting the needs of faculty, staff, and students alike is vital to recruitment and retention and works to support the UW System Growth Agenda.

Provide data for decision makers – This recognizes data and information as valuable assets for decision-making processes that occur on our campus. Common Systems provided the foundation

for accurate and useful enterprise data. The next step is to ensure the data can be used in longitudinal studies and that it supports key performance indicators.

B. Projects for FY16 [Important campus projects costing less than \$1 million]

1. Network Hardware Infrastructure Replacement

Project Description –UW-Parkside technology staff is in the process of replacing network switches on most floors of every academic building. The old equipment's age was over 5 years old and we were observing sporadic outages due to hardware malfunctions. Older switches were also less capable of dealing with the growing security threats. With the proliferation of mobile computing devices ranging from smart phones to tablets and with the increased use network image-based lab computers, network traffic has also increased dramatically to the point of saturating parts of the network. The project is bringing the network backbone speed from 1GB to 10GB which will position the campus network for expected future usage growth.

Project cost – Approximately \$400,000

Funding sources –financed through one-time GPR funds

Issues – Availability of GPR funding for ongoing refresh in the future

2. University Wireless Upgrade

Project Description –UW-Parkside technology staff is in the process of replacing wireless controllers and access points. The old equipment's age was 4 years old and older. Some of the equipment no longer supports new protocols. Additionally, we need new capacity to add access points in areas that require greater coverage, such as individual classrooms.

Project cost – Approximately \$70,000 for main campus. TBD for residence halls.

Funding sources –partly funded through one-time GPR funds.

Issues – Availability of GPR funding for ongoing refresh in the future. Availability of funding for residence halls.

3. Classroom Equipment Replacement

Project Description – Classroom audio/visual equipment at UW-Parkside varies in age from a year old to more than 6 years old. This is causing some audio-visual equipment to fail. In addition, a sunset date has been declared for legacy A/V technologies that will be replaced by HDMI. An ongoing commitment to classroom equipment replacement is necessary.

Project cost – \$230,000

Funding sources – one-time funding. Ongoing funding is needed.

Issues – Availability of GPR funds for ongoing upgrades.

4. Backup System Upgrade or Replacement

Project Description – Existing data backup solution is aging and requires replacement.

Project cost – \$50,000

Funding sources – one-time GPR funds

Related projects – collaboration with sister campuses to host some of the backup equipment.

5. Office 365 for Faculty and Staff

Project Description – UW-Parkside students are already using Office 365 (Microsoft-hosted email and related applications). To align with other UW campuses and reduce costs a new project will be started to migrate faculty and staff to Office 365. This project may only be in its initial stage in FY16.

Project cost – TBD

Funding sources – TBD

Related Projects – Account provisioning and de-provisioning.

Issues – file storage, training and use of related applications.

6. Voice over IP Implementation

Project Description – Existing telephony solution is aging and requires replacement. Plan, procure, and implement a VoIP solution. This project may be only in its initial stage in FY16.

Project cost – TBD

Funding sources – telephone chargebacks.

Related Projects – Network Hardware Infrastructure Replacement.

7. New IT Helpdesk and Ticketing System

Project Description – Currently the Footprints system is used for service and incident tracking. To provide a more comprehensive approach and to better align with other campuses (including potentially providing afterhours helpdesk support between campuses), UW-Parkside is exploring adopting and sharing a new helpdesk system.

Project cost – TBD

Funding sources – GPR funds

Related Projects – One-stop Support Center

8. One-stop Support Center

Project Description – Currently the helpdesk location is not very prominent nor inviting for customer interaction. Support for the learning management system and the library services is provided at separate locations. This project will include the development of a new unified one-stop support location for technology and initial learning management system and library services in a prominent, inviting, easy to find location.

Project cost – \$90,000

Funding sources – GPR funds

Related Projects – One-stop Support Center

9. Active Learning Classroom

Project Description – A remodeled campus space to create state-of-the-art technology-equipped classroom that will enable “active learning” methods.

Project cost – \$450,000

Funding sources – Proposed to UW System, not yet funded.

10. Migration to PeopleSoft/Oracle Advising

Project Description – Current degree audit (advising) software is aging and is no longer adequate nor properly supported by the vendor. This project will migrate UW-Parkside to PeopleSoft/Oracle advising module. The project will involve completion of key prerequisites in FY16 and will continue into FY17-FY18.

Project cost – TBD

Funding sources – GPR funds

11. Implement new Business Intelligence Reporting Tools

Project Description – This project will involve the implementation of a new reporting tool that includes reports, charts, and dashboards for decision-makers.

Project cost – TBD

Funding sources – GPR funds

Related projects – Replacement of Data Warehouse (TBD)

C. Projects for FY16 costing over \$1 million

None known at this time