FY16 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 is experiencing many transitions. Several planning activities are 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) will be proposing changes spring of 2016 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:

   o Bi-annual technology surveys to faculty, staff, and students. These surveys will be used to update the IT plan.
   o 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.
   o Quarterly review of the action plan will be done by the Technology Services management team
   o Bi-annual review of the action plan will be done by the Technology Council
   o 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.
   - o Enhance the effective use of all technology for teaching, research and learning
   - o Provide an efficient, reliable and secure technology infrastructure that supports the development and delivery of state of the art technologies.
   - o 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:
   - o Improve support for technology and promote its effective use in classrooms, labs and other learning environments
   - o Meet the special technology needs of academic departments
   - o Make access to technology seamless and user friendly for faculty, staff and students
   - o Make sustainable and scalable improvements to campus network infrastructure
   - o Optimize organizational structure and performance of campus information and instructional technology functions and committees
   - o Enhance reliability, ease of use and convenience of business critical IT services
   - o Develop and support technological tools that promote continuous improvement of university operations
   - o Improve all aspects of technologically-focused communication and training

o   Development of a technology service catalog and develop the alignment of business processes to coincide with the catalog.

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 2015-2016 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.

o   align the information technology master plan with the University strategic/operational plan
o   support in the implementation of the Technology Services operational plan and IT Master Plan
o   prioritize IT funding recommendations
o   assist the campus with the prioritization of technology projects and monitor their progress
o   review and recommend University policies related to information and instructional technology
o   assist in the development and implementation of the campus long range equipment and software replacement plan
o   assist in the development (target) review performance indicators for the Division of Technology Services to support the implementation of the IT Master Plan
o   evaluate the effectiveness of the Technology Council and sub-committee structures and make appropriate recommendations for improvements
o   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.
o   Alignment of service requirements with DoTS personnel and resources to ensure decisions are made based on prioritization and strategy
o   Creating new initiatives and maintaining current valued services and technologies
o   Building and maintaining a training program and knowledge management system that this is highly accessible based on need
o   Information Security and promoting the understanding of the need
o   Campus communication and active involvement in current/future academic and administrative planning

B. Enterprise Projects for FY14 costing under $1 million

1. **Self-Service Portal Implementation**
   - **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 Manger. 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**

2. **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

3. **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 –**

4. **Workstation replacement for employees and classrooms**
   - **Project Description** -- Employee and teaching workstations are centrally funded and managed through Information Technology Services
   - **Project cost** – TBD

- o **Funding sources** – GPR and Program Revenue
- o **Related Projects** - Evaluation and implementation of new desktop deployment strategies including imaging and management technologies
- o **Issues** –

5. **Virtual Private Network**
   - o **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.
   - o **Project Cost** - $25,000
   - o **Funding Sources** - TBD
   - o **Related Projects**
   - o **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.

6. **Improvement of Anti-phishing and malware systems**
   - o **Project Description** – Evaluation and purchase of border technology to reduce the email and web services threats of malware and phishing attempts.
   - o **Project Cost** - $100,000
   - o **Funding Sources** – GPR / PR and Special Technology Fee
   - o **Related Projects -** email and calendar
   - o **Issues –**

7. **Technology Enhanced Classroom Upgrades**
   - o **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.
   - o **Project Cost –** TBD
   - o **Funding Sources –** GPR
   - o **Related Projects –** Closely related to the campus computer rotation plan and options.
   - o **Issues –** Course scheduling process and the need to support faculty that use both platforms.

8. **Network Redesign and Upgrade**
   - o **Project Description** – Evaluation and purchase of access and distribution layer switches for all campus buildings. Evaluation and implementation of logical designs, IP addressing and layer three routing. This also includes restructuring Access Control Lists and Virtual Local Area Networks.
   - o **Project Cost** - $450,000
   - o **Funding Sources** – GPR / PR

- o **Related Projects –** Fiber Optics
- o **Issues –**

9. **Unified Communications**
   - o **Project Description –** Procurement and implementation of an enterprise unified communications system. This includes decommissioning of our current campus analog phone system with a voice-over IP system
   - o **Project Cost** - $550,000
   - o **Funding Sources –** GPR / PR
   - o **Related Projects –** Network Redesign and Upgrade
   - o **Issues –**

10. **Back-up Data Center**
    - o **Project Description –** Plan and implement a redundant, back-up data center within another campus building located furthest away from the main data center. This location will provide back-up services for all critical operations of UWRF.
    - o **Project Cost** - $150,000
    - o **Funding Sources –** GPR / PR
    - o **Related Projects –** Fiber Optics and Network Redesign
    - o **Issues –**

11. **Credit Card Security / PCI-DSS**
    - o **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.
    - o **Project Cost** - TBD
    - o **Funding Sources –** PR & GPR
    - o **Related Projects**
    - o **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.

12. **Falcon Promise – classroom renovation**
    - o **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.
    - o **Project cost –** Annual allocations
    - o **Funding sources –** Differential Tuition
    - o **Related Projects –**
    - o **Issues –**

13. **Fiber Optics Maintenance and Expansion**
    - **Project Description** – Our campus buildings house several academic programs that are very dependent on high-speed network connectivity. We will attempt to address the need for improved connectivity from each campus building back to the main data center.
    - **Project cost** – $60,000 - $100,000
    - **Funding sources –** GPR/PR
    - **Related Projects** – Network Infrastructure Redesign
    - **Issues** –

C. *Projects for FY12 costing over $1 million*
None