UW Colleges and UW-Extension
Central Information Technology Services FY17 Strategic Plan

A. CENTRAL INFORMATION TECHNOLOGY SERVICES STRATEGIC OBJECTIVES

Central Information Technology Services (CITS) provides IT Services to support the needs of the UW Colleges and UW-Extension Central Administration office, the 13 2-year College Campuses, UW Colleges Online and the UW-Extension Divisions.

Improve Service Delivery

With the completion of the UW Colleges consolidation, a higher level of focus will be directed towards the resolution of service issues and completion of service enhancing requests. This will include measurement towards metrics and aligning resources to focus on service delivery.

Continue Infrastructure Standardization/Consolidation for UW Colleges

Infrastructure standardization/consolidation began as part of the FY16 UW Colleges budget reductions. Many of the basic services have been standardized on the campuses, however some services remain non-standard that affect the services delivered to faculty, staff and students. Print services, file services and computer labs are examples of services where standardization is needed.

Participate in the UW-Extension nEXT Generation Project

Similar to UW Colleges, UW-Extension's Cooperative Extension Division has started a project to evaluate the organization of the division and identifying potential areas for efficiency improvement. The IT portion of this initiative will begin in February and will look at the current state of IT within the division and throughout the state and developing recommendations for providing IT services more efficiently.

Utilize Shared Services when feasible

Establish partnerships with other UW institutions and utilize existing services they may be able to offer UW Colleges or UW-Extension (and vice versa) versus establishing new services.

Improve Staff Alignment and Investment

Through a better understanding of customer needs and staff skillsets, work to align staff with roles that both provide needed services to the customer while positioning staff for success (professional and personal). Invest in staff in the areas of customer service, self-awareness, project management and applicable technical skillsets. Continue working towards a flexible, welcoming work environment and culture.

B. PROJECTS FOR FY17 (IMPORTANT CAMPUS PROJECTS COSTING LESS THAN $1 MILLION)

- **Website Redesign:** Assist KW2 in the redesign of the UWEX.UWC.EDU and UWEX.EDU websites.
- **SCCM Implementation:** Complete the implementation of SCCM as the tool for workstation management and software distribution for all UW Colleges campuses.
- **Windows 10 Implementation:** Complete the planning and begin implementation of Windows 10 as the default operating system for institution workstations.
- **Server Standardization:** Complete the standardization of the server infrastructure on all UW Colleges campuses.
- **Utilization of Shared Services:** Complete the transition of WGNHS (and potentially ICS) to shared services provided by Central IT. Complete the migration of UW System servers to the UW Colleges and UW-Extension data center at the Pyle Center.
- **Information Security:** Implement the components to ensure compliance with UW System security policies.
- **Managed Services Print Contract:** Research and, if feasible, implement a statewide managed print services contract for UW Colleges campuses. Incorporate the potential needs of UW-Extension based on their budget reduction planning recommendations.
- **Alternative Computer Lab Options:** Research and recommend alternative solutions to traditional campus computer labs with the goal of implementation of a new model for fall semester.
- **Disaster Recovery:** Complete the implementation of a disaster recovery solution.
- **ColdFusion Conversion:** Continue efforts to migrate from the ColdFusion web development and content management system to either Drupal or WordPress.
- **Improve Operational Excellence:** Continue to identify and complete operational excellence efforts with a focus on efforts that improve the end user experience and stabilize the IT environment.
- **nEXT Generation:** Implement IT recommendations from the Cooperative Extension nEXT Generation project.

C. PROJECTS FOR FY17 COSTING OVER $1 MILLION

- **VoIP:** Begin implementation of a Cisco VoIP solution in partnership with UW-Whitewater to consolidate UW Colleges, UW-Extension and UW System phone systems into a single VoIP system.