

University of Wisconsin - Green Bay

Information Technology Operational Plan

Date of Last Review: 12/30/2016

Goals:

- 1) Identify larger, long term projects
- 2) Identify projects that involve multiple areas or have a large impact
- 3) Clearly convey the description and status of a project
- 4) Does not include every project that IT staff are involved with
- 5) Not intended to be a method for detailed project tracking

Revisions:

Updated twice per year (April, October) with latest revision available on the campus web site.
Retain previous plan revisions to address records retention needs.

***Information Technology Strategic Plan
Goals and Objectives
2014-2017***

Leveraging information technology to create a competitive advantage for UW-Green Bay
(Effective January 2014 – December 2017)

GOAL 1.0 - Advance the academic mission of the University through innovation and effective technologies, resources, and services.

Objective 1.1 - Leverage technologies and information resources for recruitment and retention efforts and to support student services.

Objective 1.2 - Provide technology systems and services to enhance student learning and to foster curricular innovation.

Objective 1.3 - Provide technology infrastructure and support for research, scholarship, and creative activities.

GOAL 2.0 - Leverage our reliable, secure, and efficient information technology infrastructure and maximize staff potential to foster innovation and excellence.

Objective 2.1 - Maintain and enhance the IT infrastructure to support the operations of the University.

Objective 2.2 - Provide a secure computing environment that ensures data privacy and integrity and mitigates cyber-security threats.

Objective 2.3 - Ensure a strong IT workforce capable of achieving the information technology goals of the University.

Objective 2.4 - Align funding and explore new funding sources essential for IT operations and new strategic initiatives.

GOAL 3.0 - Advance business processes and operational efficiencies through effective implementation of information technology.

Objective 3.1 - Support, upgrade, and enhance current business processes, tools, and administrative systems.

Objective 3.2 - Evaluate and implement new technologies to improve operational efficiency.

Objective 3.3 - Ensure excellent services to enable the effective use of technology, resources, and systems by the University community.

GOAL 4.0 - Provide technologies to enhance communications with the greater University community and the world.

Objective 4.1 - Leverage web, social media, and mobile technologies to provide effective and consistent content delivery.

Objective 4.2 - Support effective means of internal and external communications for all University constituent groups.

Information Technology Operational Plan - Guiding Principles

The Information Services Leadership Team will create a *Information Technology Operational Plan* , in support of the goals and objectives identified in the *Information Technology Strategic Plan* , using the following guiding principles.

We will ensure that:

- the proper staff, financial, and intellectual resources, to implement and maintain technologies, are secured before commitments are made;
- implemented services have the greatest impact on UW-Green Bay's mission;
- implemented technologies have a high return on investment
- new technologies maximize accuracy, security, integrity, share-ability, and re-usability of data using standards;
- both insource and outsource alternatives are evaluated where appropriate;
- the process is transparent and accountable to the University.

Project Tracking Flow In the Operational Plan

Project Step	Status	Achievement Date	Comments
1	Un-Started	Expected Completion Date (if known)	Waiting for resources. Research/evaluation has not started.
2	Researching	Expected Completion Date	Research/evaluation has started, resource requirements being determined.
3	In Progress	Expected Completion Date	Resources are available, project plan in place.
4	On-Hold	Expected Completion Date (if known)	If a project needs to be halted for some reason.
5	Complete	Actual Completion Date	Project is fully completed.

GOAL 1.0 - Advance the academic mission of the University through innovation and effective technologies, resources, and services.

Objective 1.1 - Leverage technologies and information resources for recruitment and retention efforts and to support student services.

Project	Responsible Department(s)	Contact	Achievement Date	Status	Comments
Automate process to update Course Leaf for curriculum and catalog updates	Enrollment Services	Trombley	2/1/2016	Complete	
Automating some of the business processes for the University Leadership Awards	Student Affairs	Tetzlaff	2/1/2016	Complete	
How to manage fees for the Engineering Technology and Masters of Data Sciences programs	Bursars Office	Rentmeester	2/1/2016	Complete	
Streamline the tracking of students participating in the Bellin program to make sure they receive the network and SIS accounts and services they need	Dean of Students, Enrollment Services	Amenson-Hill	4/1/2016	Complete	
How to setup SIS for the new doctoral Education degree with programs and grading basis versus career	Enrollment Services	Trombley	5/1/2016	Complete	The setup in SIS will use Career of Graduate for the new doctoral Education degree.
Analysis and implementation of new Phoenix Scholars and Rising Phoenix initiatives for Admissions	Enrollment Services	Trombley	10/1/2016	Complete	
Learning analytics tool evaluation	Provost, IR, Student Affairs	Dornbush, Furlong	10/1/2016	Complete	Purchased EAB Academic Performance Solutions
Updates for changes to the format of ACT and SAT tests	Admissions	Jones	10/1/2016	Complete	
Redesign Admissions website in Kentico content management system	Admissions, Web Services	Jones, Holschbach	6/30/2016	In Progress	
Researching SIS and RMS and interface updates needed to develop and manage a partnership with NWTC and UWGB that would be a 1 + 2 + 1 type nursing program	Enrollment Services, Residence Life, Nursing	Trombley, Sims-Aubert, Vandenhouten	1/1/2017	In Progress	The program has started with students in the first year of the NURSE 1+2+1 program. Nursing will maintain a student group which will track these students throughout the program. Meetings are ongoing to work through the issues so these students remain eligible for
Evaluate replacement for Campus Management Talisma Campus Nexus CRM	Enrollment Services	Trombley	2/1/2017	In Progress	
Improvements to the sign up process for Focus R&R process for new Admitted students	Admissions, Student Life	Jones, Winslow	4/1/2017	In Progress	

GOAL 1.0 - Advance the academic mission of the University through innovation and effective technologies, resources, and services.

Objective 1.1 - Leverage technologies and information resources for recruitment and retention efforts and to support student services.

Project	Responsible Department(s)	Contact	Achievement Date	Status	Comments
Business intelligence / business analytics	Enrollment Services	Holschbach, Jones, Trombley	6/1/2017	In Progress	Outreach used Hyperion Interactive Reporting to create dashboards for Admissions, Enrollment and Retention using CRM and SIS data for more enhanced reporting and analytics. Researching a project with Enrollment Services to develop dashboards using the new UWBI solution. Admissions added a CRM Specialist position to help address this need and he has been working on streamlining their reporting process.
Enhance the use of targeted and complex campaigns and tailored content in the CRM to improve student engagement	Enrollment Service	Trombley	8/1/2017	In Progress	Campus Management the CRM vendor failed to resolve a filtering issue that is impeding progress on this project. The filter issue was not resolved with the CRM 10.0 upgrade completed in 2016 so we will need to look into other solutions.
Improve the process to reformat and import prospect files into the CRM from Carnegie, Zinch, ACT, Education Fairs and other sources	Enrollment Service, ISD	Trombley, Holschbach	8/1/2017	In Progress	
Implement the mobile recruiting feature of the CRM with the CRM upgrade to 10.x	Enrollment Services	Trombley	8/1/2017	In Progress	We have several outstanding issues with the Campus Management vendor that need to be resolved before the Web Client / mobile recruiter will work for us
Expand the CRM to include enrolled students and support communication and retention efforts	Enrollment Services	Trombley	8/1/2017	In Progress	The group was meeting bi-weekly to discuss what information is needed and how it will be used. This was delayed by the CRM upgrade and potential replacement of the CRM
Review transfer credit equivalency process in SIS	Enrollment Services	Trombley	9/1/2017	In Progress	Uselect that was implemented by UW-System has been replaced by Transferology which was not working for our campus. We need to review the business and technical requirements to see if TES is an option.
Evaluate the use of chat, social media, texting, telephony and scripts in the CRM	Enrollment Services	Trombley	8/1/2017	Researching	
Transfer Subject Evaluation	Enrollment Services	Trombley	9/1/2017	Researching	
How to handle course requirement changes for degree audit	Enrollment Services	Trombley	9/1/2017	Researching	
Automate faculty advisor reassignment	Enrollment Services	Trombley	9/1/2017	Researching	
Evaluate and expand the use of the CRM for the graduate and undergraduate Nursing programs	Nursing	Vandenhouten		Un-Started	

GOAL 1.0 - Advance the academic mission of the University through innovation and effective technologies, resources, and services.

Objective 1.1 - Leverage technologies and information resources for recruitment and retention efforts and to support student services.

Project	Responsible Department(s)	Contact	Achievement Date	Status	Comments
Expand the CRM to include graduate student recruitment	Enrollment Services	Trombley		Un-Started	
Optimize the effectiveness of the CRM by creating solutions to communicate with School counselors, parents and corporate partners.	Enrollment Services	Trombley		Un-Started	
Implement new CRM product	Enrollment Services	Trombley		Un-Started	
Early alert and student advising tool evaluation	Student Affairs	Bartell, Renier		Un-Started	
Review delegated access in SIS to provide more parental access in SIS.	Enrollment Services	Trombley		Un-Started	

Objective 1.2 - Provide technology systems and services to enhance student learning and to foster curricular innovation.

Project	Responsible Department(s)	Contact	Achievement Date	Status	Comments
Remodel WH 440 into collaborative learning	Education/ATS	Hubbard	9/2/2015	Completed	Project funded through Lab Mod, Provost office and IT.
Add instructional technology in MAC 303	ISD	Hubbard	9/5/2016	Completed	Lab Mod funded in 2016.
Develop a plan for creation of a high quality recording studio.	Music, Theatre	Gaines, Entwistle	9/5/2016	Completed	Project complete through band (SA B103) and choir (SA B101) remodeling. Project included new recording control/editing room in (SA 254A)
Implementation and Configuration of Campus Clarity for student training mandates	Student Affairs	Henniges	10/1/2016	Completed	
Review and assess current use of lecture	Academic Affairs	Hubbard		Completed	Meetings with academic departments and faculty power
Group Collaboration Lab/Ideas Lab	Library	Ganyard	6/1/2017	In Progress	
Implement Fluid navigation for student access in	ISD, Enrollment Services	Holschbach, Trombley	9/1/2017	In Progress	Meeting with SIS Users Group to discuss an
Research and implement Gen Ed Visualization / Academic Progress with Learning Outcomes in SIS for students	Provost, Enrollment Services	Ganyard, Trombley	9/1/2017	In Progress	After the SIS upgrade, we have new functionality available to deliver graphic information for Academic Progress. Currently, Learning outcomes are being simplified so students understand their meanings.
Classroom control system replacements for MAC Hall	ISD	Hubbard	10/1/2018	In Progress	DSF project approved for design phase to replace classroom IT and repair roof. ATS is designing classroom instructional systems
Plan for lecture capture hardware replacement in 2015/2016	Academic Affairs	Hubbard		In Progress	Fall 2015 pilot of competing products in progress. 2016 review of competing products currently underway.

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Objective 1.2 - Provide technology systems and services to enhance student learning and to foster curricular innovation.

Project	Responsible Department(s)	Contact	Achievement Date	Status	Comments
Provide Instructional Technology for TH 378	HUS	Meacham, Hubbard	9/5/2017	Un-Started	Submitting Lab Mod proposal for 17-18 to provide instructional technology in this underserved room.
Create Collaborative Learning Space in SA314	Art and Design	Benzow, Hubbard	9/5/2017	Un-Started	Submitting Lab Mod proposal for 17-18 to upgrade room to a collaborative learning space.
Implementation and Configuration of Law Room for employee training mandates	HR	Olson		Un-Started	
Upgrade instructional technology in TH 310	ISD	Hubbard		Un-Started	Resubmitted proposal for LAB MOD funding 2018.
Upgrade instructional technology in TH 312	ISD	Hubbard		Un-Started	Resubmitted proposal for LAB MOD funding 2018.
Upgrade instructional technology in TH 316	ISD	Hubbard		Un-Started	Resubmitted proposal for LAB MOD funding 2018.
Chalkboard replacements in Studio Arts and Theatre Hall classrooms	ISD	Hubbard		Un-Started	Resubmitted proposal for LAB MOD funding 2017.
Develop cost and plan to upgrade chemistry lab instrumentation to current software/hardware platforms	LAS - NAS/HB	Lyon, Johnson		Un-Started	
Evaluation of Learning Management Systems (LMS) to replace D2L	ISD, ATS	Kieper, Hubbard		Un-Started	UW-System RFP in progress with results anticipated in April, 2017.
Automate the loading of students to Campus Clarity	Student Affairs	Henniges		Un-Started	Awaiting decision on purchase of import/export component
Plan for Music Miniatures Virtual Space - Digital organizational space to be national leader/clearing house for Miniatures groups that are springing up in major cities across the US. Would like web site space, perhaps radio streaming.	Music	McQuade-Dewhirst		Un-Started	Review need and capability, determine cost and funding required.
Digital interfaces for projectors in MAC Hall	ISD	Hubbard		Un-Started	This will be included in Classroom IT upgrade project scheduled for summer 2018

Objective 1.3 - Provide technology infrastructure and support for research, scholarship, and creative activities.

Project	Responsible Department(s)	Contact	Achievement Date	Status	Comments
Implement Domain of Ones Own	ISD, ATS	Hubbard, Farley	9/1/2015	Completed	Purchased and branded as UWGB Domains

GOAL 2.0 - Leverage our reliable, secure, and efficient information technology infrastructure and maximize staff potential to foster innovation and excellence.

Objective 2.1 - Maintain and enhance the IT infrastructure to support the operations of the University.

Project	Responsible Department(s)	Contact	Achievement Date	Status	Comments
Upgrade E-mail Servers to Exchange 2016	ISD	Kieper	2/1/2016	Complete	
Network switch replacements for non-Residence Life buildings	ISD	Kieper	4/1/2016	Complete	
Deploy additional virtualized server to meet growing compute needs	ISD	Kieper, Goggins	8/1/2016	Complete	
Office 2016 implementation	ISD	Goldman	9/1/2016	Complete	Deployment complete with exception where there is a
Windows 10 deployment to campus owned workstations	ISD	Goldman	9/1/2016	In Progress	Windows 10 running in GAC labs, faculty & staff planned
Improve network resilience by splitting network core	ISD	Kieper	1/15/2017	In Progress	
Upgrade campus wireless controllers and access points to support 802.11ac and increase capacity	ISD	Kieper, Kennerhed	1/15/2017	In Progress	
Server backup server and storage replacement	ISD	Pynaker	3/1/2017	In Progress	
SAN expansion to address growing storage needs and performance demands	ISD	Kieper, Goggins	3/1/2017	In Progress	
Implementation and configuration of SolarWinds to monitor databases, servers and network	ISD	Kieper	5/1/2017	In Progress	
Windows server 2016 development and testing	ISD	Goggins	5/1/2017	In Progress	
Implementation of PHIRE change management to track and monitor changes to SIS programs and processes	ISD	Holschbach	7/1/2017	In Progress	
Outdoor wireless (high traffic areas)	ISD	Kieper	8/1/2017	In Progress	
Single mode fiber optic backbone for Student Services	ISD	Kieper, Hubbard		Un-Started	
Single mode fiber optic backbone for Theatre Hall	ISD	Kieper, Hubbard		Un-Started	
Single mode fiber optic backbone for Studio Arts	ISD	Kieper, Hubbard		Un-Started	
Single mode fiber optic backbone for University Union	ISD	Kieper, Hubbard		Un-Started	
Single mode fiber optic backbone for Environmental Sciences	ISD	Kieper, Hubbard		Un-Started	
TCP/IP version 6 network deployment	ISD	Kieper		Un-Started	
Alarms and panic button system	Public Safety	Kujawa		Un-Started	
EMV (chip and pin) credit/debit card liability shift review	Controller	Detampel	7/1/2016	Complete	
Implementation of UW-System IT Security Policy - Acceptable Use	ISD	Kieper	4/1/2017	In Progress	
Implementation of UW-System IT Security Policy - Authentication	ISD	Kieper	4/1/2017	In Progress	
Network subnet architecture redesign to support VOIP system	ISD	Kieper, Kennerhed	4/1/2017	In Progress	
Centralized server/network device log management and analysis	ISD	Kieper		Researching	

GOAL 2.0 - Leverage our reliable, secure, and efficient information technology infrastructure and maximize staff potential to foster innovation and excellence.

Objective 2.2 - Provide a secure computing environment that ensures data privacy and integrity and mitigates cyber-security threats.

Project	Responsible Department(s)	Contact	Achievement Date	Status	Comments
Implementation of UW-System IT Security Policy - Incident Response	ISD	Kieper	7/1/2017	Un-Started	
Implementation of UW-System IT Security Policy - Security Awareness	ISD	Kieper	7/1/2017	Un-Started	
Updates to SIS for multi factor authentication as it related to Personally Identifiable Information (PII)	ISD, Enrollment Services	Kieper, Holschbach, Trombley	12/31/2018	Un-Started	
Implementation of UW-System IT Security Policy - Data Classification	ISD	Kieper	12/31/2019	Un-Started	
Hire IT Security Officer Full-Time	ISD	Kieper		Un-Started	Position proposed for 2016/17 fiscal year

Objective 2.3 - Ensure a strong IT workforce capable of achieving the information technology goals of the University.

Project	Responsible Department(s)	Contact	Achievement Date	Status	Comments
Provide training for Office 365 including SharePoint Online and OneDrive for Business	ISD	Theyerl	1/1/2016	Complete	Training / support for both Office 365 and OneDrive for Business is continuous

Objective 2.4 - Align funding and explore new funding sources essential for IT operations and new strategic initiatives.

Project	Responsible Department(s)	Contact	Achievement Date	Status	Comments

GOAL 3.0 - Advance business processes and operational efficiencies through effective implementation of information technology.

Objective 3.1 - Support, upgrade, and enhance current business processes, tools, and administrative systems.

Project	Responsible Department(s)	Contact	Achievement Date	Status	Comments
Evaluate and research processing of refunds in-house versus using an outside vendor (NelNet)	Controller, Bursar	Detampel, Rentmeester	12/1/2015	Complete	
Evaluation and implementation of roommate matching tools for Residence Life	Residence Life	Gerow	4/1/2016	Complete	RoomSync was selected and implemented
Video surveillance system upgrade and expansion	Academic Affairs, Business and Finance	Kieper, Wikgren	4/1/2016	Complete	
Peopletools 8.5x technical upgrade for SIS	ISD, Enrollment Services	Holschbach, Trombley	7/5/2016	Complete	
Peoplesoft Campus Solutions 9.2 application upgrade for SIS	ISD, Enrollment Services	Holschbach, Trombley	7/5/2016	Complete	
Oracle 12c upgrade for SIS databases	ISD	Holschbach	7/5/2016	Complete	
Evaluate payment vendors for SIS	Controller, Bursar	Detampel, Rentmeester	7/5/2016	Complete	Switched from ACI/Official Payments to NelNet as part of the SIS upgrade
Implementation of Keystone Key management software	Residence Life	Gerow	8/1/2016	Complete	
Implementation of the CDR redesign for reporting to UW System	ISD, Institutional Research	Holschbach, Furlong	8/1/2016	Complete	
Improvements to Check-In / Check-Out process for students in Residence Life	Residence Life	Gerow	9/1/2016	Complete	
Updates and improvements to Faculty/Staff giving web application	Advancement	Bonkowski	9/1/2016	Complete	
CRM server and software upgrade	Enrollment Services, Outreach and Adult Degree	Holschbach, Trombley	9/30/2016	Complete	
Ungerboeck upgrade and addition of the membership module	ISD, Outreach	Holschbach, Trombley	10/30/2016	Complete	
Blackboard upgrade to V3.12.4.0	University Union	Wikgren	6/1/2016	In Progress	
Review and enhance Student Financial processes for reporting SSN for 1098T	ISD, Bursar	Holschbach, Rentmeester	2/1/2017	In Progress	Will be implementing a student service application ScholarChip for 1098T. Updates to process for tracking and updating missing SSN.
Persona access control system for exterior doors	Public Safety	Kujawa	3/1/2017	In Progress	Initial bids exceed project budget. Project scope reduced and project was rebid by State DFD. Installations began by outside contractor in summer 2016
Upgrade for HRS to Peoplesoft 9.2 and updates for campus interfaces as needed	HR	Olson, Wikgren	3/1/2017	In Progress	User testing in Fall 2016
Updates for conversion of January interim from Fall term to a separate term	Enrollment Services	Trombley	3/1/2017	In Progress	

GOAL 3.0 - Advance business processes and operational efficiencies through effective implementation of information technology.

Objective 3.1 - Support, upgrade, and enhance current business processes, tools, and administrative systems.

Project	Responsible Department(s)	Contact	Achievement Date	Status	Comments
Update online directory to include directory search. Update person registry within SIS to allow more than one department for an employee	HR	Olson, Wikgren	5/1/2017	In Progress	Current reviewing departments in HRS and SIS to make sure the descriptions are in sync.
Implementing online room retention and room selection for Residence Life	Residence Life	Gerow	6/1/2017	In Progress	Retention was completed spring 2016 and freshmen room selection will be completed in June 2017
Implementation of Caregiver Registry	Outreach	Ruzek	6/1/2017	In Progress	UWGB got the contract that was previously supported by UW-Oshkosh. We will take over 12/31/2016 but some components and features will be completed in 2017.
RMS (Residential Management System) Mercury conversion of reports from Crystal to Telerik	Residence Life	Gerow	6/1/2017	In Progress	This will be completed as part of the RMS Mercury 3.0 scheduled for early summer 2017
Business intelligence / business analytics	Provost, Budget Office, Institutional Research	Dornbush, Anderson, Furlong	6/30/2017	In Progress	Purchased EAB Academic Performance Solutions (APS) which will analyze SIS, HRS and WISDM data
Update the University calendar to use EMS Master calendar to be the single source of event management. Eliminate separate blogs and events tracking and update master calendar to match the campus global template. Include master calendar feed on web pages displaying events	Union, Web Services	Warpinski, Wikgren	6/30/2017	In Progress	
Implement voice over IP (VOIP) technology to replace existing AT&T Centrex telephone service	ISD	Kieper, Hubbard	7/1/2017	In Progress	Hardware and SIP trunk circuits ordered. Collaborating with UW-Whitewater for implementation. Planning for roll-out to begin in 1st quarter of calendar 2017
Secure remote access to employee workstations (HOB desktop on demand replacement)	ISD	Pynaker, Goldman	7/1/2017	In Progress	
Review and enhance processes for refund holds	ISD, Bursar	Holschbach, Rentmeester	9/1/2017	In Progress	Need to review the Student Financial processes for refund holds and bad check as well as batch processing for refunds.
Migration from QuikPay to Student Choice Refunds with NelNet	Controller, Bursar	Detampel, Rentmeester	9/1/2017	In Progress	Waiting on resources at UW-System for changes to the SFS processing
SIS email and letter communication improvements to use Comm Gen instead of Letter Gen	ISD, Enrollment Services	Holschbach, Trombley	6/30/2018	In Progress	Meeting with SIS Users Group to discuss a conversion plan

GOAL 3.0 - Advance business processes and operational efficiencies through effective implementation of information technology.

Objective 3.1 - Support, upgrade, and enhance current business processes, tools, and administrative systems.

Project	Responsible Department(s)	Contact	Achievement Date	Status	Comments
RMS Mercury 3.0 upgrade	Residence Life	Gerow	6/30/2017	Researching	Scheduled for June 2017
Increase data reporting to UW System for Collaborative programs such as HIMT, Sustainable Management, Data Sciences and others	ISD, Enrollment Services	Holschbach, Trombley	6/30/2017	Researching	
Implement veterans benefit enhancement to SIS	Financial Aid, Bursar	Rohan, Rentmeester	8/1/2017	Researching	
Parking lot video surveillance system design/costs	Public Safety	Kujawa		Researching	
Review of auto email notifications to students	Residence Life	Gerow	6/30/2017	Un-Started	Will be completed as part of the RMS Mercury 3.0 upgrade
Automate the import of student applications from Ungerboeck to SIS	Outreach, Enrollment Services	Ruzek, Trombley		Un-Started	
Review and enhance Student Financial processes for collections	ISD, Bursar	Holschbach, Rentmeester		Un-Started	Need to update the Student Financial processes for collections with the Bursar's office.
Upgrades to Counseling and Health Point n Click software to implement prescription labeling and multi-version lab orders	Counseling and Health	Henniges		Un-Started	
Evaluation of Outreach business processes to determine if there are possible interfaces to SIS and HRS.	Outreach, Human Resources	Ruzek, Wikgren		Un-Started	
Research the feasibility of using the delivered Peoplesoft General Ledger process in SIS instead of a customized unsupported program	Controller, Bursar	Detampel, Rentmeester		Un-Started	
Evaluate course evaluations for Social Work	Social Work, ISD	Holschbach		Un-Started	
Improved reporting for four college model for revenue reporting	Bursar	Rentmeester		Un-Started	
Virtual Private Network (VPN) for campus provisioned computers	ISD	Kieper		Un-Started	

Objective 3.2 - Evaluate and implement new technologies to improve operational efficiency.

Project	Responsible Department(s)	Contact	Achievement Date	Status	Comments
Evaluate replacement for Hyperion Interactive Reporting	ISD, Institutional Research	Holschbach, Furlong	12/1/2015	Complete	Final vendor selection is completed and Oracle Business Intelligence Enterprise Edition (OBIEE) was selected. Rebranded as UW Business Intelligence (UWBI)

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Objective 3.2 - Evaluate and implement new technologies to improve operational efficiency.

Project	Responsible Department(s)	Contact	Achievement Date	Status	Comments
Library Alma implementation and interfaces	ISD, Library	Holschbach, Platkowski	1/1/2016	Complete	Voyager system is replaced with Alma. Interface between SIS and the Library application for accounts and fees is complete.
Enhancements to Library Archives Collections application to allow credit card payment and the implementation of new collections	Web Services, Library	Holschbach, Ganyard	2/1/2017	In Progress	
Implement replacement for Hyperion Interactive Reporting - OBIEE - UWBI	ISD, Business and Finance	Holschbach, Van Gruensven	5/1/2018	In Progress	Working with other UW campuses to develop an upgrade plan. We are one of the early adopter campuses.
Evaluation of RoomPact software for Residence Life to manage processes and procedures more efficiently for duty and shift scheduling and staff and student alerts as well as programs and activities.	Residence Life	Sims-Aubert	4/1/2016	Researching	
Electronic forms and workflow	Human Resources	Wikgren		Un-Started	UW-Milwaukee selected BP Logix in their RFP process for e-forms package.
Digital video/image asset management and storage	Athletics, Advancement	Vlies		Un-Started	
Review Outreach business processes to eliminate duplicate data entry and access databases	Outreach	Ruzek		Un-Started	
Evaluate Intelligent Capture for Transcripts to extract student and course data for input into SIS	Enrollment Services	Trombley, VandeYacht		Un-Started	
Allow person registry in SIS to override employee data from HRS for phone, office and building to account for employees for more than one appointment. This will improve the accuracy of the campus directory.	HR	Olson, Wikgren		Un-Started	

Objective 3.3 - Ensure excellent services to enable the effective use of technology, resources, and systems by the University community.

Project	Responsible Department(s)	Contact	Achievement Date	Status	Comments

GOAL 4.0 - Provide technologies to enhance communications with the greater University community and the world.

Objective 4.1 - Leverage web, social media, and mobile technologies to provide effective and consistent content delivery.

Project	Responsible Department(s)	Contact	Achievement Date	Status	Comments
Student mobile app	ISD, Student Government	Goldman	2/1/2016	Complete	UWM App Brewery was selected as mobile app developer and app has been launched. Development and bug fixes will continue under contract
Research and implement web content management system	ISD, University Communications	Goldman, Bonkowski	10/1/2016	Complete	Kentico was selected as CMS and is up and running.
Search engine optimization	ISD, University Communications	Holschbach, Bonkowski	6/30/2017	In Progress	Modifications to internal search appliance to correct onsite searches are complete, external SEO ongoing
Migrate academic and administrative web pages into new content management system - Kentico	ISD, University Communications	Holschbach, Bonkowski	6/30/2018	In Progress	Developing a project plan with priorities for migration of web pages. Training has been developed. Procedures for rolling out web pages in Kentico are being developed.
Upgrade web applications to use new versions of database access software	ISD	Holschbach	9/1/2017	Researching	
Departmental use of social media	ISD	Goldman		Un-Started	Under advisement of Marketing's social media expert, it was agreed IT should not take up this challenge at this point.

Objective 4.2 - Support effective means of internal and external communications for all University constituent groups.

Project	Responsible Department(s)	Contact	Achievement Date	Status	Comments
Redesign of University home and top level pages	Web Services, University Marketing, Office of the Chancellor	Goldman	1/1/2016	Complete	Redesigned top level pages launched 12/21/2015
Centrally managed digital signage system	Business and Finance, Academic Affairs, University Marketing, University Union	Warpinski, Hubbard	4/1/2016	Complete	Identified Visix as viable system for campus use. Collaborated with student government and University Union. Software/hardware purchased and installed. System online in Spring 2016.
Campus entrance digital signage system	Business and Finance	Pinkston		Researching	