UW Oshkosh IT Plan January 2017

The UW Oshkosh IT Plan does not have any IT projects exceeding $1,000,000 or projects that are vital to the functions of the institution such that failure to complete the project on time or on budget would prevent the campus from running any of its enterprise-wide systems or fulfilling any of its essential missions of instruction, research, extended training or public service for 10 days. Two of the large projects (Network infrastructure upgrade, VoIP phone system) are related and combined do exceed $1,000,000; however, failure to complete the projects on time or on budget would not impact any essential functions of the university.

How the plan was developed

The FY17 IT Strategic Plan was influenced by our Key Performance Indicators, used as principles to guide the plan as listed below. It was developed to align with institutional strategic objectives, which are in turn aligned with 2020FWD strategic objectives.

Plan principles

The following key performance indicators are used to guide ongoing planning and execution:

1. Strategic Alignment
2. Customer Experience
3. Operational Efficiency
4. Risk Management

How the plan is measured

Objectives of the strategic plan are measured through the ADDIE process of Assessment, Design, Development, Implementation, Evaluation. This includes the use of standardized instruments where available, predetermined performance metrics and data analysis.

How the plan is tied to the University's strategic objectives

IT objectives are aligned with institutional objectives through the use of portfolio management. All IT investments are assessed for cost, benefit, risk, and alignment with university objectives.

Format and accessibility of the IT plan

The updated IT Plan will be vetted through the IT governance process and published on the IT web site.

How critical objectives are identified

Critical objectives are identified by the CIO and technology leaders. Objectives are informed by assessments and Key Performance Indicators (KPIs) and through consultation with the IT Executive Council and constituent input.

IT Governance

Strategic planning and execution operate within the governance framework, which is based on the COBIT5 standard.

Major Themes of the IT Plan

The major themes of the IT Plan are:

- Improve infrastructure to a more sustainable state
- Data Governance and information security policy implementation
- Future readiness and sustainability

Projects in progress

Network Infrastructure

Upgrade aged network infrastructure to support the incoming VoIP phone system, increase speed and reliability across campus.

Timeframe: Spring/Summer 2017

Cost: ~$700,000 upfront costs; ongoing time & effort.

Voice over IP (VoIP)

Replace the AT&T phone system with a VoIP phone system using Cisco technology.

Timeframe: Spring/Summer 2017

Cost: ~$875,000 upfront costs; ongoing time & effort.

Data Governance

Implement Data Governance framework to improve decision support through better managed information security, integrity, reliability, and availability. Develop, vet, and implement a revised Data Governance policy.

Timeframe: Spring/Summer/Fall 2017

Cost: Upfront and ongoing time & effort.

Information Security Policies

Adopt UW System information security policies and educate users across campus; implement data classification and authentication controls to comply with UW System policies; implement controls to comply with audit findings regarding PeopleSoft Administrator roles and separate of duties.

Timeframe: Spring/Summer/Fall 2017

Cost: Upfront and ongoing time & effort.

Cloud-Hosted Information System

Evaluate alternatives to on-premises information system hosting to improve operational efficiency, improve disaster recovery, reduce staffing risk, and repurpose employees into higher value-added roles. After comparing options of hosting at Madison, hosting in the Oracle cloud with added database functionality, and augmenting staff with consulting services, the Oracle cloud solution proved to be most cost-effective with greatest benefit to the institution.

Timeframe: 2017 – 2018

Cost: $250,000 annually; upfront time & effort.