UW – Stevens Point Information Technology Strategic Plan for FY2017

Strategic Goals

- Develop institutional systems that effectively positions UW – Stevens Point to maximize enrollment and student retention.
- Develop and implement systems that improve the quality of student learning and campus life.
- Develop and implement systems that improve the overall productivity of the University by increasing efficiencies and reducing costs related to operational processes.
- Transform Information Technology into a service oriented department and continue to migrate toward off the shelf technical solutions.

Key Operational Objectives

- *Ensure information technology support for academic programs*
    - Develop technology refresh plans by college and classroom.
    - Implement the technology purchase review process.
    - Provide dedicated server space for academic departments that will be backed up and protected from network attack. Provide academic departments a means to reduce expenses in this area.
    - Participate in UWS planning for next generation learning management system.
    - Implement College Scheduler with Campus Solutions.
    - Participate in planning and development of University One Stop project.
    - Upgrade wireless reception in all resident halls, in outdoor gathering areas and between buildings.
    - Assess and implement a new remote lab solution for the University.

- *Improve security posture while minimizing functionality impact to end users. - secured protected data against a potential breach.*
    - Investigate and deploy a data loss prevention tool.
    - Minimize email phishing and data loss through the deployment of an advanced threat protection system.
    - Develop a breach response plan using baseline UWS policy requirements.
    - Deploy two factor authentication for users with access to operational systems that contain high risk data.
    - Investigate and deploy a password management utility for faculty and staff.
    - Develop an asset management process tied to Footprints.
    - Ensure full PCI Level III compliance with new payment gateway project. (Continued from previous year.)
    - Perform a full campus Identityfinder scan to secure high risk campus data. Train a staff member to work with users to mitigate high risk data storage issues and to monitor for violations of institutional network policies regarding high and moderate risk data use.
    - Evaluate mobile device management system to reduce cost and improve data management.

- *Assess infrastructure capabilities and plan for future upgrades.*
    - Develop a three-year infrastructure plan to addresses potential storage or processing needs. Investigate hybrid or cloud implementations.
    - Fully implement a project management planning function in all Information Technology work units and centrally manage project intake and tracking to improve departmental planning capabilities.

- *Continue to migrate campus custom developed/maintained software to off the shelf solutions that can be integrated to other campus systems using API's.*
    - Continuation of PeopleSoft Campus Solutions Project
    - Implement integration with EMS Software and Campus Solutions. EMS Software is an events and class scheduling system used to manage a facilities usage for the University.
    - Review and implement a single payment gateway solution with Campus Solutions.
    - Replacement of disability services legacy program
    - Planning for replacement of Residential Living software in FY18
    - Inventory all campus built software to determine function and need alongside new student information system.
    - Continuation of Oracle Business Intelligence project with UWS.
    - Transition faculty/staff to MyUW platform from myPoint. Plan for future integration with student services to new MyUW.

- *Enhance departmental productivity and service through a fully implemented Helpdesk based on IT Service Management principles.*
  - Training of staff in ITSM, ITIL and new Footprints software.
  - Cross train student staff members to provide helpdesk and support services various department functions. Potentially leading to an internship.
  - Develop performance KPI's for Information Technology.

- *Fully implement a campus IT function for Project Management to maximize resources and ensure campus visibility/input into IT projects.*
  - Implement project intake process into revised Helpdesk functions.
  - Fully trained project coordinator.
  - Develop a department project portfolio function.
  - Full implementation of MS Project tracking function to visibly track resources for various projects.

- *Deploy software that improves productivity for the campus.*
  - Assess existing file management procedures and needs and develop a file management protocol and corresponding directory file system for the campus.
  - Plan and implement an upgrade to Windows 10
  - Plan and implement a migration to Office 365 email hosting for faculty, staff and students.
  - Complete upgrade Office 2016/Office 365/OneDrive and OneDrive Sync.
  - Continue full deployment of BP Logix eform and workflow tool.
  - SharePoint 2016 assessment
  - Implement ImageNow for campus imaging needs with the assistance of UW Stout professional services and hosting. Deprecate service for two existing systems and eliminate related software licensing costs to cover ImageNow annual support.
  - Deployment of Microsoft Reporting Services for operational reporting to academic departments.
  - Campus wide Constituent Relationship Management CRM software to improve communication related to student services and advisement.
  - Working with Human Resources assist in the development and support of employee on-boarding and off boarding processes. Significantly automate the process using e-forms.
  - Begin working with Telecomm consultant on planning for a hybrid installation of Skype for Business for the campus.
  - Move all current users of the phone system to Unified Communications.
  - Deploy an emergency website for COOP operations.
  - Deploy an outage website for IT operations.