

UW-Eau Claire FY2012 UW Institutional IT Plans

Information Technology & University Strategic Objectives

UW-Eau Claire utilizes a centralized computing support model. The central IT unit that is charged with providing IT services is called Learning & Technology Services (LTS).

In support of the University Purpose, Vision, and Strategic Goals, LTS, in consultation with various faculty, administrators, and students, has identified the following objectives in its planning

- ♦ Maintain a high level of customer satisfaction by providing high quality ideas, reliable products, and efficient and courteous services
- ♦ Provide a robust networking and communication infrastructure in a secure, 7x24 environment
- ♦ Provide information and instructional technologies that meet the needs of the campus for education, research, communication, and administration
- ♦ Establish collaborative relationships and partnerships to ensure success of LTS and campus initiatives
- ♦ Build and maintain a compelling work environment for LTS staff
- ♦ Provide services and products using methods best suited to a sustainable environment

LTS regularly does SWOT analysis (Strengths, Weaknesses, Opportunities, and Threats) and strives to make sure its operational plan ties to LTS' strategic plan which links to the campus strategic plan.

LTS links to all seven strategic goals in UW-Eau Claire's Centennial Plan

<http://www.uwec.edu/Chancellor/stratPlan/upload/StratPlanFINAL.pdf> including Promoting Connected Learning through providing listservs, email, web space, web-based course management software, and shared networked disk storage space. The LTS Strategic Plan and LTS Operational Plans are located on our web site <http://www.uwec.edu/LTS/projects/index.htm>. They are in ADA accessible format and are accessible to all students, faculty and staff attending/working at UW-Eau Claire.

LTS's plans are measured through several methods; Service Level Agreements, satisfaction surveys, and coming in within budget and on time according to project plans. Our ultimate measurement is if our students, faculty and staff would recommend us to others.

With ever more constrained resources due to multiple base budget cuts, LTS has developed several ways to ensure projects are on-time, within budget, and that the time and effort is reasonable. LTS uses project plans and Microsoft Project to track complex projects and LTS has two cross functional advisory groups. One, for our Campus Solutions student administration system, made up of functional directors and faculty that have to approve any work that is not already approved in a plan that requires over 14 hours of effort. The other advisory group is for our campus software systems, including in-house and third-party developed software initiatives.

Projects for FY2012 [Important campus projects costing less than \$1 million]

Classroom Upgrades

Continue project to retrofit all classrooms and 7 large lecture halls containing display technologies with digital signal transmission. The lecture halls will also receive Crestron Digital Media control systems.

Hours	Budget/Source	Related Projects
200 hours	\$159,000 Academic affairs carry over	VHS and slide conversion

Video Content Management

Implement the VBrick software to support the creation, publishing and distribution of rich media content on-demand to support distance and in-person education.

Hours	Budget/Source	Related Projects
120 hours	\$83,400 equipment funds from Blugold Commitment grant	

Mobile Technology Infrastructure

Implement a mobile device framework and provide access to library data, campus maps, news, and other useful UW-Eau Claire information.

Hours	Budget/Source	Related Projects
2,000 hours	\$125,572 from Blugold Commitment grant	Virtual desktop

Virtual General Access Labs Pilot Continuation

Continue implementation of a virtualized desktop lab for students and staff that is scalable to full campus use. Expand the initial pilot with more software titles and make it available to more students

and faculty for both on-campus and off-campus usage. Begin pilot evaluation of options for usage in on-site general access labs and utilizing thin clients.

Hours	Budget/Source	Related Projects
1,020 hours	\$85,000/quick win	

Continue Implementation of Campus Solutions

Support implementation of the Academic Advising module and requested enhancements to the system. Continue interfaces and enhancements to Campus Solutions implementation. Troubleshoot problems and support operations in functional offices.

Hours	Budget/Source	Related Projects
2,000 hours	\$120,000/Campus funding	Retirement of legacy software and server

Retirement of legacy software and server

Develop software alternatives to replace the systems still running on the legacy system. This normally takes the form of enhancements to the MyBlugold CampS system but may also involve implementation of third-party software systems.

Hours	Budget/Source	Related Projects
2,000 hours	LTS funding	Continue implementation of Campus Solutions

Co-locate servers to a regional data center

Partner with Chippewa Valley Technical College and WiscNet in co-locating to a regional data center at the current NanoRite Technology Center.

Hours	Budget/Source	Related Projects
Unknown-pending project plan	\$250,000 campus carry over	

Migration to high-capacity core routers

Aggregate the 10GB backbone to multiple locations, distributing the energy, cooling and security requirements to best meet the need.

Hours	Budget/Source	Related Projects
120 hours	\$270,000 LTS funding	

Implement an intranet

Upgrade SharePoint to the latest version and plan customization templates to make it a viable alternative for an intranet.

Hours	Budget/Source	Related Projects
350 hours	\$7,500 LTS funding	

eForms

We are expanding our electronic forms pilot into production. This system will allow us to quickly and accurately track the routing of forms and when looked at the total cost of routing paper forms, save us money over the next few years.

Hours	Budget/Source	Related Projects
2000	\$20,000 LTS funds	

Content Management

We are expanding our implementation of a web content management system using a product called Common Spot. When fully implemented it will save several hundred hours a year in approving content and keeping our web site up to date and accurate in a timely manner.

Hours	Budget/Source	Related Projects
2,500	\$13,208 UW-Common Systems	

Projects for FY2010 costing over \$1 million

Campus Solutions (covered in UW-System report)