

## FY09 UWGreen Bay Institutional IT Plan

### A. Information Technology & University Strategic Objectives [1-2 pages]

#### 1. How was the plan developed?

The Technology Council sponsors web surveys to gather input from faculty, staff and students regarding their satisfaction with current technology and what they perceive as future technology needs. The Council presented the draft technology plan to the campus community soliciting feedback through meetings with governance groups, open forums and focus groups. The process culminated with the publication of *UWGB Technology Plan 2010*. The Council is currently repeating the process with the goal of a new *UWGB Technology Plan 2015* to be written by the end of the academic year.

#### 2. List the plan principles

**Adherence to standards.** The campus is committed to adopting common tools that ensure resources are used wisely to achieve equitable access to information technology for all students, faculty and staff. Adherence to these standards benefits the university community in the following ways:

- Reduces the complexity of support and improves service to users;
- Enables a shared knowledge base across campus that facilitates collaboration;
- Allows for sharing electronic documents without the added burden of converting formats, thus, saving time for users;
- Allows users to confidently go from one computer to another knowing how to use the applications;
- Reduces down time for repair and overhead costs;
- Improves the overall reliability and availability of computing applications;
- Reduces the total cost of ownership

**Use of integrated groupware.** By using integrated groupware users can easily move information and data among applications and between departments to improve collaboration, communication, and efficiency.

**Use of a central core database.** A central core database managed by data custodians ensures data integrity, data security and protection of privacy.

**Assessment of financial and human resources.** When considering acquisition or implementation of a new technology it is important to evaluate the budget and staffing resources needed in relation to the anticipated benefits.

#### 3. How is the plan being measured?

Bi-annual technology surveys to faculty, staff, and students are used to update the IT plan. Quarterly review of the action plan is done by the IS management team, semi-annual review by the Technology Council, and annual review at campus technology forum.

**4. How is the plan tied to the university's strategic objectives?**

When new technologies are considered, they are evaluated relative to how they support the campus mission and strategic directions.

**5. How is the plan written (format, accessibility)?**

The plan is written in a report format and made available to anyone through the Technology Council web site at <http://www.uwgb.edu/techcouncil>.

**6. Are critical objectives identified/Is there an implementation plan for them?**

Yes, the technology objectives are designed to serve student learning and university strategic directions. The action plan lists the implementation timeline and staff resources for each item.

**7. Timeline**

The objectives establish campus technology priorities through the year 2010. A new 2015 plan will be written by the end of the 2008-09 academic year.

**8. Description of IT Plan governance on the campus**

The Technology Council is responsible for the development and oversight of policies relative to the use of technology by faculty, staff and students. Policies developed by the Technology Council are made available to the campus community for review during the development phase and are reviewed by campus governance groups prior to final approval by the Chancellor's cabinet.

**9. Major themes of the plan**

**Faculty/Staff Investment: helping people make better use of current technology.**

Helping faculty and staff make better use of technology as the number one goal area. The objectives are organized by the learning environment and the work environment. Each of these objectives will require a multi-step approach with collaboration among all areas of the campus.

**Technology Investment: maintaining and enhancing usability of current systems**

Focus on technical upgrades and enhancements that either save people time, improve access or improve usability. The objectives are divided into three groups: learning environment, work environment and infrastructure.

**Technology Investment: New Initiatives**

It is important that the exploration of new initiatives include business case studies that show the value of the new initiatives relative to the campus mission and the cost. The value analysis should include such items as improving learning, improving access, reducing workload, improving business processes, improving efficiency, or improving effectiveness. The cost analysis should include the staff resources needed to implement and provide ongoing support, hardware and software costs, and potential savings that could be realized as a result of the initiative.

## B. Projects for FY09 [Important campus projects costing less than \$1 million]

### 1. SIS 9.0 Upgrade

- **Project Description** – The Student Information System (SIS) will be upgraded in 2009 to version 9.0. SIS is the Oracle/Peoplesoft Campus Solutions application. UW-Green Bay is currently at version 8.9. Considering UW system support scenarios and Miler interfaces, all UW campuses have agreed to upgrade to version 9.0 by August 2009.
- **Project cost** – \$ 57,000 for servers and 5000 hours of labor
- **Funding sources** – GPR
- **Related Projects** – The SIS database is the central core database for UW-Green Bay. Related projects are upgrades to the interfaces to RMS, Blackboard, SFS, Voyager, EMS, Raiser's Edge, ImageNow, D2L and Persona. Others include the Schedule of Classes, Course Availability, Online Directory, Account Management, Outlook Distribution lists, Parking, Citation and Decal and Copy Center applications.
- **Issues** – Any budget cuts affecting loss of key staff. Servers have already been purchased.

### 2. Workstation replacement for employees and classrooms

- **Project Description** -- Employee and teaching workstations are centrally funded and managed through Information Services. All technology classrooms receive new machines each year, and we replace about 1/3 of faculty/staff workstations each year. Displaced machines are recycled to student employees, graduate students, emeriti faculty, temporary employees, and equipment for a fourth year. Approximately 700 workstations will be installed or relocated. A new software configuration will be developed and deployed for each new computer model.
- **Project cost** – \$ 306,000 for workstations
- **Funding sources** – GPR and Program Revenue
- **Related Projects** -- Evaluation and implementation of the following new desktop deployment, imaging, and management technologies – ImageX workstation imaging tool, WDS (Windows Deployment Service), application virtualization, group policy preferences, SCCM (System Center Configuration Manager), and Deploy Studio for Macintosh.
- **Issues** – budget cuts affecting central workstation funds, student employee funds, or loss of key staff

### 3. Workstation replacement for general access and specialty student computer labs

- **Project Description** – Funding and management of student computer labs are centralized through Information Services. We replace about 1/3 of primary lab workstations each year. Displaced machines are recycled to labs running low-end software and lab instruments for a fourth year. Approximately 250 workstations will be installed or relocated. A new software configuration will be developed and deployed for each new computer model.

- **Project cost** – \$ 176,000 for workstations
- **Funding sources**
  - General Access labs – Student Technology Fee funds and General Computer Access funds
  - Specialty labs – Lab Modernization funds
- **Related Projects** -- Evaluation and implementation of the following new desktop deployment, imaging, and management technologies – ImageX workstation imaging tool, WDS (Windows Deployment Service), application virtualization, group policy preferences, SCCM (System Center Configuration Manager), and Deploy Studio for Macintosh.
- **Issues** – student enrollment levels affecting Student Technology fee funds; budget cuts affecting General Computer Access, Lab Modernization, or student employee funds; loss of key staff

#### 4. Disaster Recovery Core Servers

- **Project Description** – Provide small group of network servers in a second campus building to provide core network services and data backup in the event of a physical disaster in the campus data center. These network servers will provide a location for a second copy of all system backups and operate secondary account credential directory, network workstation IP address allocation, domain name service, email recovery, and backup campus web servers.
- **Project cost** – \$ 83,000
  - Servers - \$75,000
  - Racking and Uninterruptable Power Supply - \$5,000
  - Physical Security - \$3,000
- **Funding sources** – GPR
- **Related Projects** – None
- **Issues** – Any budget cuts affecting server funds or loss of key staff

#### *C. Projects for FY09 costing over \$1 million*

None