

Outline of the UWM Interim IT Strategic Plan 2009

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Part A. Information Technology & University Strategic Objectives

1. How was the plan developed?

- UWM is in the midst of two major planning exercises:
 1. An Academic Plan for UW System Administration
 2. A UWM Campus Master Plan
- This plan was developed in accordance with advice provided by Ellen Kitzis of the Gartner Corporation.
- This plan is effective 1/1/2009 and has an 18-month horizon until 6/30/2010, i.e., until six months after the release of the UWM Master Plan.
- The plan begins with the top-level goals of the institution and proceeds through layers of greater specificity to the annual IT budget request.
- UWM's strategic goals are:
 1. To increase research and extramural funding
 2. To increase student success
- This IT plan is also informed by:
 - Budget DIN requests
 - Board of Regent support for Campus Master Plan Phase 1
- UWM master planning process includes guiding principles that will aid in setting the direction for IT (see Appendix I)

2. List the plan principles

- Given that UWM is a dynamic institution and in the midst of multiple planning exercises, this IT plan is focused on exploring six strategic questions.
 1. Who makes up our community and to what services are they entitled?
 2. How do we function more efficiently?
 3. How can we enhance our collaborations?
 4. How do we track our information resources?
 5. How do we evaluate our progress?
 6. How do we keep our data and ourselves secure?
- Although these six strategic questions were developed to meet the needs of the University, they are coherent with the Wisconsin Department of Administration's key FY09 strategic IT objectives.

3. How is the plan being measured?

- Monthly meetings of the faculty IT Policy committee during the academic year,
- Monthly meetings of the Unit Technology Representatives from the University's schools/colleges/divisions.
- Regular and frequent meetings of the UITS Cabinet and the UITS Operations Team.
- Development of a University-wide review process for prioritizing IT projects
- Review processes for each project.

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

- The university has two strategic directives:
 1. To increase research and extramural funding
 2. To increase student success
- IT projects are mapped onto a grid that has the university strategies and programs along one axis and the six strategic IT questions on the other axis.

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

- The UWM IT Strategic Plan is available on the UITS website at itsstrategicplan.uwm.edu.

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

- Each project has its own implementation plan.

7. Timeline

- This plan is effective 1/1/2009 and has an 18-month horizon until 6/30/2010, i.e., until six months after the release of the UWM Master Plan.

8. Description of IT Plan governance on the campus

- Monthly meetings of the faculty IT Policy committee during the academic year.
- Monthly meetings of the Unit Technology Representatives from the University's schools/colleges/divisions.
- Semi-annual meetings of the Council on Information Technology.
- Regular and frequent meetings of the UITS Cabinet and the UITS Operations Team.

9. Major themes of the plan

- UWM is committed to linking all major IT decisions to the institution's strategies.
- The highest quality services possible are created, delivered and maintained commensurate with the level of University investment.
- The incremental costs of services are reduced as much as possible subject to the University's tolerance for risk.

Part B. Campus Projects for FY09

Project 1 of 2

PAWS Upgrade

- Project description (high level)
 - Upgrading the PeopleSoft Student Information System (SIS) to version 9.
- Estimated project cost/hours
 - \$847,500
 - 20,000 hours
- Funding sources
 - GPR
- Related projects and Dependencies
 - The overall SIS upgrade project includes upgrades to the following systems:
 - Ad Astra facilities scheduling
 - FirstLogic address cleansing
 - ImageNow document imaging
 - TouchNet electronic payment
 - TIDAL batch processing automation
 - myUWM portal
- Issues
 - The project is dependent upon the extraordinary efforts of an insufficient number of talented staff. The project must be protected from budget cuts or exigencies that would result in the loss of key staff.
 - The availability of an interface for FirstLogic is a go live requirement for the project. The later a solution is received from the MILER Core Team the greater the risk to making the scheduled upgrade window.
 - The MILER Core Team is under-resourced and under-skilled for the magnitude of the effort they are undertaking for the benefit of all of the UWS institutions.

Project 2 of 2

Campus Data Center Evaluation and Expansion

- Project description (high level)
 - This project evaluates, programs, plans, and constructs and/or renovates space to meet campus data center needs.
 - The resulting campus data center(s) will provide adequate and secure space for all campus servers and related infrastructure, reduce redundant computing and environmental control systems, and incorporate energy saving and sustainable design practices to the greatest extent possible.
 - Jon Jensen of the Division of State Facilities oversees this project.
 - Affiliated Engineers of Madison is the lead contractor.

- Estimated project cost/hours
 - \$1,500,000. If the necessary electrical and HVAC equipment are available off the shelf, this project could potentially close out during August 2010.
 - However, if the design requires custom HVAC equipment, the delivery could extend the project by another year.

- Funding sources
 - Agency/Institution Cash [AGF0]

- Related projects and Dependencies
 - RFP and procurement of fiber optic connectivity to the Kenwood campus must precede the end of construction.

- Issues
 - Any delay in this project would prolong the university's risk exposure to low likelihood incidents such as a major fire, flood, tornado or explosion impacting the current data center in the Engineering and Mathematical Sciences building.

Appendix I – UWM Master Plan IT Guiding Principles

Learning and Discovery

- Provide Classrooms, instructional laboratories, and offices with sufficient size, quantity, quality academic program development
- Provide research laboratories, core facilities for research and creative activity, and offices with and equipment to support the highest quality academic program development.
- Factor in the need for information technology and communications infrastructure.
- Maintain and enhance access to library holdings, both physical and electronic
- Plan for flexibility in space allocation and uses

Access & Campus Life

- Enhance campus community at multiple levels within UWM's research and academic programs, including campus, academic departments and support units, interdisciplinary research teams, courses, and informal small group interactions in both face-to-face and online environments.

Research Growth and Partnerships

- Utilize facilities and infrastructure to increase the University's capacity to conduct the highest quality research and scholarship.
- Develop facilities and infrastructure that will enable university researchers to readily partner with private industry, community-based organizations, the City and other regional groups, colleagues at other universities, and governmental agencies, to do cutting-edge research and to robustly support City and regional economic development.
- Develop facilities that will foster funded research commensurate with campus goals.

Location & Connectivity

- Develop a plan that will increase virtual connections within the institution and with external partners to create a cohesive teaching and research environment among campuses and connectivity to the rest of the world.
- Design facilities that support the integration of research and instruction.
- Use best practices in planning and deploying technology.
- Work with regional partners to transform regional transit systems so that they provide full access to UWM campus locations.
- Factor the growth of online courses and programs into planning.

Stewardship

- Create safe and secure campus(es) that foster civility.
- Recognize the short- and long-term fiscal consequences of planning activities.
- Focus on the overall sustainability of UWM facilities and operations (energy use, carbon foot-print, conservation, transportation) such that we become a prime model of stewardship for our community and the UW System.