

A. Information Technology & University Strategic Objectives

1. How the plan was developed.

Starting January 2005 the University's administrative team drafted seven Key Operational Plans. A web site was created for the Key Operational Plans to engage as many diverse segments of the campus community as possible in providing feedback on the draft plans and to provide an opportunity for a meaningful exchange of ideas among participants. Executive summaries, complete drafts and Feedback Questions for the Key Operational Plans were posted at <http://www.uwosh.edu/strategicplan>. The IT plan was available for feedback on November 1, 2005. Comments and suggestions from the campus community were received until January 1, 2006. Thematic analyses of feedback were prepared for the campus community in March 2006. University Division, College, and Governance feedback was completed in mid-April 2006. The second draft was available for comment in September 2006 and the final plan was completed on October 15, 2006.

2. Information Technology Plan Principles.

The following principles are used when acquiring and implementing hardware, software applications, databases, academic and administrative systems.

- *Academic program needs and Administrative requirements drive Information Technology activities.* This plan focuses on using technology to (1) improve the teaching and learning experience at UW Oshkosh and (2) improve the administrative systems needed to support the University's mission and goals.
- *Information Technology resources are implemented in a manner that will serve the overall campus.* Hardware and software resources are implemented in a manner that will serve the maximum number of campus constituents.
- *Information Technology resources will be as open as possible while protecting the integrity and security of personally identifiable data and the privacy of individuals to whom the data pertains.* The use of IT resources is guided by the Acceptable Use of Computing Resources Policy that addresses privacy, intellectual property rights, relevant laws, and individual responsibilities to avoid infringing on the rights of other users of the University's technology resources.

3. How the plan is measured.

- Standardized survey instruments are used for Information Technology (IT) assessments across institutions.
- Where feasible, hard data (timing and measurements) is used to assess the performance of computer systems and the overall network.
- Customer services such as the Help Desk and Office Productivity Training use a continuous improvement assessment instrument.
- General IT surveys are randomly distributed in General Computer Access (GCA) labs each semester.
- Annually, the plan is presented to the Chancellor's Administrative Staff for review.

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

- The IT plan is aligned with the University's strategic objectives through the IT plan goals.
- The University's seven key operational plans are integrated to facilitate the achievement of strategic objectives.
- The key operational plans are reviewed annually by the Chancellor's administrative staff to ensure alignment with strategic objectives.

5. Format and accessibility of the IT plan.

- Format.
 - Executive Summary
 - Vision
 - Mission
 - IT Planning Principles
 - Current Technology Environment
 - Funding for Information Technology
 - Current trends and future directions in Higher Education
 - IT Department Operational Plans
 - Network Operational Plan (Addendum: Network Security Plan)
 - UW-Oshkosh e-services
 - IT Assessment Plan
 - Networking Group Risk Assessment
- Accessibility – available on the UW-Oshkosh Web Site

6. How critical objectives are identified.

- Critical objectives are identified by the Project Prioritization Working Group and submitted to the Enterprise Executive Committee for approval or re-prioritization.
- Based on executive perspectives and recommendations from the Project Prioritization Working Group, the Enterprise Executive Committee establishes critical objectives and reassigns priorities as needed.

7. Timeline.

- Critical objectives identified in the IT plan have associated timelines for completion.
- Complex strategic objectives use milestones to manage project timelines.

8. IT Plan Governance.

- The IT plan is reviewed with the Academic Computing Users Group (ACUG) and the Project Prioritization Working Group.
- Major changes are reviewed and approved by the Enterprise Executive Committee.
- The Chancellor’s administrative staff annually reviews the final draft.

9. Major Themes of the IT Plan.

- Faculty and learning technologies
- Technology infrastructure
- New technology initiatives

IT implications of UW Oshkosh’s key business strategies.

Key Business Strategy Name	Key Business Strategy Description	IT Implications
Standards based administrative software environment.	An administrative software environment that is more standards based is better able to integrate with disparate software systems. UW Oshkosh is aligning its administrative software environment with Oracle/PeopleSoft’s “Fusion” strategy. The “Fusion” strategy is a path to creating a standards-based “Service Oriented Architecture.”	Integration technology will be based on web services. The web services will be reusable and delivered using a secure enterprise-service-bus architecture.

Agency Projects – Projects expected to consume 2,000 or more total labor hours, to cost more than \$100,000, or be of vital importance to the campus.

Project Name: Web site redesign project		
Description: Establish a consistent and effective web presence for UW Oshkosh that incorporates the institutional brand, campus communications strategy, and divisional sub brands in a way that is audience focused while serving the academic mission and business needs of the University.		
Schedule: July 2008 - December 2010		
Hours: 4500	Cost: \$303,000	Funding: PR, GPR
Related Projects and Dependencies:		
<ul style="list-style-type: none"> • An effective web presence for the campus is dependent on the successful implementation of a campus-wide web Content Management System (CMS). • The University has decided on an open-source CMS called Plone. 		

Project Name: Web site redesign project		
Description: Upgrade the PeopleSoft Student Administration database servers and tape backup system		
Schedule: December 2008 - November 2009		
Hours: 1800	Cost: \$120,000	Funding: PR, GPR
Related Projects and Dependencies:		
<ul style="list-style-type: none"> The HPUX Operating system and Oracle database must also be upgraded. 		

Issues – Issues that will, or might, impact successful execution of the IT plan.

Issue Type	Issue Description
Legislation & Mandates	The Higher Education Opportunity Act could impact resource allocations for the campus.
Staff retirements	UW Oshkosh has had three (3) programmer/analysts retire in 2008. A fourth programmer/analysts and the University's Oracle database administrator have stated they plan to retire in 2009.