

FY09 UW-River Falls Institutional Information and Instructional Technology Plan

A. Information Technology & University Strategic Objectives

1. How was the plan developed?

Currently, UW-River Falls is experiencing many transitions. Several planning activities are in process. The University is in the middle of an academic program prioritization and planning project and a non-academic program review and planning project. The institutional budget planning process is in its second year and is being refined. The Information and Instructional Technology Council is in its second year and has made tremendous progress in identifying the University's needs and aligning funding and support to meet them. The development of the information and instructional technology plan is aligned with the previously mentioned institutional plans.

2. List the plan principles

Supporting information and instructional technology for the institution are necessary to meet the mission and goals of the University. This includes providing support for faculty, staff and students as it relates to their current and future use of technology in the fulfillment of their duties and educational experience. Information Technology Services (ITS) will provide a coordinated, cohesive and integrated service to the institution. ITS will provide a single point of contact for problem resolution and service acquisition for all constituents. ITS will provide services to the university's community with equality, efficiency and a spirit of helpfulness with a high regard for quality, customer service and communication.

3. How is the plan being measured?

The plan that is currently being written will be measured using a variety of methods. These methods include, but will not be limited to the following:

- Bi-annual technology surveys to faculty, staff, and students. These surveys will be used to update the IT plan.
- Continuous improvement surveys will be randomly distributed to faculty, staff and students through our ITS Customer Service department and help desk, along with our Teaching and Learning Technology department through the various training sessions.
- Quarterly review of the action plan will be done by the ITS management team
- Bi-annual review of the action plan will be done by the Technology Council
- Annual review of the Information and Instructional Technology plan will be done by the Chancellor's Cabinet

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

Strategic Plan – Living the Promise – 2007 2012

Goal 8: Enhance the Use of Technology

UWRF will build an effective technological infrastructure to support the increasing demand and will provide the continuing training and support services needed to meet the institution's growing needs.

- Enhance the effective use of all technology for teaching, research and learning
- Provide an efficient, reliable and secure technology infrastructure that supports the development and delivery of state of the art technologies.
- Use technology to support efficient and effectible operation of the university

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

The format of the current plan has not been determined. The plan will be highly accessible and will be primarily promoted through the Information and Instructional Technology Council and its web site.

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

Yes, critical objectives have been identified. The Information Technology Services management team is currently prioritizing projects based on meeting the university's strategic plan. The Information and Instructional Technology Council, along with the Vice Chancellor for Administration and Finance, is currently analyzing the existing funding and purchasing processes to support the identified objectives to ensure implementation based on this prioritization. The focus is to ensure the most critical institutional needs, including IT infrastructure, are supported and understood to continue to grow along with the University.

Current Implementation is guided by the following:

- Improve support for technology and promote its effective use in classrooms, labs and other learning environments
- Meet the special technology needs of academic departments
- Make access to technology seamless and user friendly for faculty, staff and students
- Make sustainable and scalable improvements to campus network infrastructure
- Optimize organizational structure and performance of campus information and instructional technology functions and committees
- Enhance reliability, ease of use and convenience of business critical IT services
- Develop and support technological tools that promote continuous improvement of university operations
- Improve all aspects of technologically-focused communication and training

7. Timeline

The defined initiatives are aligned with tasks to be completed according to the annual work plan. The current tasks are to be completed by the end of the 2008-2009 academic year.

8. Description of IT Plan governance on the campus

The Information and Instructional Technology Council is the primary advisory and decision-making group for information technology at UW-River Falls. The Council's purpose is to serve as an overall point of coordination, planning and policy development for information technology at the university.

- Align the information technology strategic plan with the university strategic plan
- Create an annual plan for information technology and make funding recommendations
- Prioritize campus technology projects and monitor their progress
- Develop a long range equipment and software replacement plan
- Define key performance indicators for information technology, track them, assess outcomes, and utilize results to refine annual and strategic planning
- Evaluate the effectiveness of the information technology shared governance structure and make recommendations for improvements
- Charge and create short term ad hoc task teams to address specific issues
- Issues to be addressed include, but are not limited to, strategic IT plan, annual IT plan, accountability reporting, and funding recommendations

9. Major themes of the plan

Standardizing the information and instructional technologies in a way that ensures the needs of the university are met while increasing efficiency and support.

- Alignment of service requirements with ITS personnel and resources to ensure decisions are made based on prioritization and strategy
- Creating new initiatives and maintaining current valued services and technologies
- Building and maintaining a training program and knowledge management system that this is highly accessible based on need
- Information Security and promoting the understanding of the need

B. Enterprise Projects for FY09 costing under \$1 million

1. Falcon File upgrade and server rebuild

- **Project Description**
- **Project Cost**
- **Funding Sources**
- **Related Projects**
- **Issues**

2. Oracle Calendar Upgrade

- **Project Description**
- **Project Cost**

- **Funding Sources**
- **Related Projects**
- **Issues**

3. SAN Expansion

- **Project Description**
- **Project Cost**
- **Funding Sources**
- **Related Projects**
- **Issues**

4. University Web site Hardware Upgrade

- **Project Description**
- **Project Cost**
- **Funding Sources**
- **Related Projects**
- **Issues**

5. eSIS Hardware upgrade in preparation for 9.0

- **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-River Falls is currently at version 8.9. The complete upgrade version 9.0 is scheduled to be completed July 2009
- **Project cost** –
- **Funding sources** – GPR
- **Related Projects** – The SIS database is the central core database for UW-River Falls. Related projects are upgrades to the interfaces and applications.
- **Issues** –

6. Workstation Replacement for general access and student computing labs

- **Project Description** – Funding and management of student computer labs are centralized through Information Technology Services.
- **Project cost** – \$ 175,000 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 new desktop deployment strategies including imaging and management technologies
- **Issues** –

7. Workstation replacement for employees and classrooms

- **Project Description** -- Employee and teaching workstations are centrally funded and managed through Information Technology Services
- **Project cost** –
- **Funding sources** – GPR and Program Revenue
- **Related Projects** - Evaluation and implementation of new desktop deployment strategies including imaging and management technologies
- **Issues** –

8. University Wireless Upgrade

- **Project Description**
- **Project Cost**
- **Funding Sources**
- **Related Projects**
- **Issues**

9. Technology Enhanced Classroom Upgrades

- **Project Description**
- **Project Cost**
- **Funding Sources**
- **Related Projects**
- **Issues**

C. Projects for FY09 costing over \$1 million

None