

UW-Superior -- FY09 UW Institutional IT Plans

A. Information Technology & University Strategic Objectives

1. How was the plan developed?

UW-Superior provides technology to the campus constituents through a merged Technology Services unit that brought together administrative computing and academic computing. This reorganization was finalized by the hiring of a new CIO in April 2007 upon the retirement of the long-serving predecessor. Additionally, information technology is an important service component of the Center for Teaching and Learning, the Distance Learning Center, Library Services, and Residence Life. A coordinating committee called Information and Instructional Technology Services (IITS) has had coordinating oversight responsibility. Priorities have been informed by the directors of these areas to assure coordination. The plan has been, in most recent years, a project wish list from which funding is sought. Ideas were sought from the various units and then listed in the plan. The IITS group would then identify priorities. This priority list was passed onto the University Technology Committee and subcommittees when awarding funding from multiple sources (Classroom Lab Modernization and Student Tech Fee). The campus is currently undergoing the establishment of a new departmental strategic planning process and annual reporting process (see more below).

2. List the plan principles

Projects are grouped by goals that support the Campus Strategic Plan including user development, new academic building plans, infrastructure, funding, access, security, teamwork and System-wide initiatives. The plan supports the campus Liberal Arts mission. Students, faculty and staff should be able to use technology to advance the University's mission: fostering intellectual growth in the liberal arts tradition. The technology environment will be accessible, reliable, convenient, and secure for the purpose of enhancing teaching, learning and research.

3. How is the plan being measured?

The plans being project based have been measured by the completion of the projects. Periodic user satisfaction surveys have been completed in the past. UW-Superior's new strategic planning process is recommending the use of a SWOT (strengths, weaknesses, threats and opportunities) departmental survey along with a new program focused on customer relationship management. The Technology Services SWOT analysis process is underway to be applied as input to the next planning cycle.

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

The University of Wisconsin-Superior's Strategic Priorities document was released to campus on April 16, 2008. The priorities were developed over a two year period with the input of hundreds of faculty, staff, students, alumni and community members to guide UW Superior into the future. The document outlines priorities of what UW-Superior needs to do to be the "nationally recognized public liberal arts institution". A new Continuous Improvement Planning Team (CIPT) was established to lead and involve the campus in identifying specific actions to make our

strategic priorities a reality. This is the group that is developing the new departmental/unit strategic planning and annual reporting process and will assure that departmental/unit plans tie to the UW-Superior Strategic Priorities. More information is available at <http://www.uwsuper.edu/cipt>.

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

The annual plan has always been in written form and available for campus review on the web. It is located at <http://www.uwsuper.edu/iits/plan/index.cfm>.

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

The past project process grouped projects by critical objectives. Implementation plans have not been published but rather have been developed and executed by the project implementer.

7. Timeline

Projects, whenever possible, are associated with a timeline for completion. The current plan methodology does not include guarantee of funding for desired projects.

8. Description of IT Plan governance on the campus

In addition to the IITS committee (explained in #1), the campus has a University Technology Committee. The University Technology Committee advises the IITS Management Team on activities and strategies to be used in implementing the campus Information Technology plan. This advice includes recommendations on new software and technologies as well as recommendations on various technology usage policies and procedures. UTC includes six (4) faculty, three (3) academic staff, one (1) classified staff, one (1) WSEU representative (3) students, and the Chief Information Officer.

9. Major themes of the plan

All Information and Instructional Technology Service units strive to support the campus Liberal Arts mission. Students, faculty and staff should be able to use technology to advance the University's mission: fostering intellectual growth in the liberal arts tradition. The technology environment will be accessible, reliable, convenient, and secure for the purpose of enhancing teaching, learning and research.

B. Projects for FY09 costing over \$1 million

There are no specific Information Technology projects in FY09 over \$1 million. However, UW-Superior does have some significant needs which require future funding.

STAFFING: The challenges of the newly reorganized Technology Services department have been to recruit several staff vacancies. In the spring of 2007 –75% (3 of the 4) applications programming staff left for higher paying positions outside the University which put the department and University at serious risk. Additionally, some of the functional offices who operate core business modules have also had turnover. The Oracle/PeopleSoft Student Information System environment requires rigorous, deep technical staff paired with functional users who have significant business process knowledge in their module. The challenges of finding these skills and work experience in both types of employees – technical and functional- are difficult anywhere but even more so in this geographic area where budget and salaries are too low.

VERSION 9 UPGRADE: The UW-Superior campus is currently working on the Oracle/PeopleSoft Campus Solutions Version 9 upgrade to complete it by the UW System goal of July 1, 2009. In the process, we are evaluating every local customization to determine the suitability of maintaining. Functional users are asked to evaluate the new version's features with the goal of adapting business process wherever possible to use the out of the box functionality.

INFRASTRUCTURE – NETWORK & VOICE: Several building/renovation projects are underway on the UW-Superior campus. These include: a major library renovation, a new student center under construction, and a new academic building in the construction/bid process. These projects are providing for renewal of significant portions of the network (voice and data) infrastructure on the UW-Superior campus. However, the campus's voice services are provided by a campus-owned phone (PBX) and voicemail system. This unusual situation for the UW-System came about over ten years ago because of the lack of public Centrex infrastructure to adequately support a University. A previous Board of Regent assisted the campus in getting approval to purchase an adequate phone system. This arrangement saved drastically on annual operating expenses. However, this important infrastructure piece is now aging and presents a significant capital expense that needs to be addressed in the coming year(s).

UW-Superior will be seeking funding and projects to address these serious needs.