



UW Parkside Technology Management Key Considerations

- UW Parkside's core technology infrastructure has not kept pace with the current rate of technological change.
- Current rate of technological change is 5 to 7 times that of the past 2 decades.
- Critical areas of the UW Parkside technical infrastructure are 5 to 7 years behind the industry and many of the other UW System Campuses.
- To deliver reliable, effective and cost efficient technology and support services that enhance and enable the University's Academic Mission and Goals, we must change the prevailing technology management methodology and approach from the following current practice to the recommend.

Current Practice

- Multiplicity of disparate, incompatible platforms, products & tools
- Reactive "Just-In-Time" technology upgrade and/or replacement
- Manual intensive, unresponsive and inconsistent maintenance & support

Recommended Practice

- Current, standardized, compatible and secure platforms, products & tools aligned with the capabilities and needs of Students, Faculty and Staff
- Planned, predictable and managed technology upgrade and replacement
- Proactive, streamlined, efficient and automated maintenance & support



Organization Impacts

- Re-classified and upgraded key networking department technical staff positions in efforts to build competency and organizational capacity in newer technologies and platforms being deployed.
- Conducted an assessment of the Helpdesk and Desktop support areas to identify strengths to be leveraged and opportunities for improvement in service delivery, consistency, quality and efficiency. Recommendations included better problem tracking tools, adoption of best help desk practices, improved reporting and measurement of service quality and responsiveness.
- CTS staffing levels overall are substantially lower than comparable peer UW campuses. Desktop, classroom, labs and end user training areas are inadequately staffed to meet support needs of the campus community.
- Need to continue to right size, skill and focus the CTS organization to build competency, capacity and enhance service quality, consistency and responsiveness.

Infrastructure / Operational Impacts

- Completed upgrade of DARS (Degree Audit) application to vendor supported version. Implemented a number of critical enhancements to improve degree progress reporting accuracy.
- Completed migration of Student Mail accounts to the Microsoft free hosted platform. Migrated over 14,000 active student accounts and over 1 million mail messages. The Live@edu platform provides students enhanced functionality, 5 Gig of mail storage and much greater reliability than the maxed out internal mail system.
- Completed migration from old unsupported version of Novell Network operating system to MS Active Directory. AD migration has provided improved security and greater network resource management and administration.
- Implemented the PeopleSoft Talent Acquisition employee applicant tracking module. Also developed an on-line facility for faculty and staff to purchase Parking Permits.
- Pilot tested and implemented Citrix “Thin Client” Server based application access in several labs and offices across campus. Implemented Citrix remote anywhere access to UW Parkside standard applications and network resources for all Faculty and Staff.
- Implemented the Barracuda spam filtering device providing improved email security.
- Procured and deployed over 500 new computers campus wide as the first phase of a rolling 3 year computer replacement program to equip all computer labs, classrooms, faculty and staff with current, cost effective, reliable computing equipment.
- Critical components of the University’s core communications and computing infrastructure (servers, network switches, voice mail system, computing and AV Equipment, etc) are obsolete and unreliable. The condition of this equipment results in high failure rates, substantial maintenance and repair time and expense, faculty and staff productivity loss, frustration and disruption in classroom and administrative activities.
- Investment proposals have been developed and prioritized for phased upgrade/replacements of this equipment and must be funded and approved. Benefits include savings in labor, maintenance and repair, supplies and energy costs. Organizational benefits include greater equipment reliability, less disruption and outages, improved productivity and more effective utilization of staff time.