



**University of
Wisconsin System
Administration
Information
Technology Plan**

Fiscal Years 2008 and 2009

July 1, 2012

University of Wisconsin System Administration (UWSA) will have a secure environment that encourages and facilitates collaboration and assists in the fulfillment of the UW vision of the future, Advantage Wisconsin, and the accomplishment of the growth agenda.

INTRODUCTION

With the Board of Regents, the UW System Administration leads and serves the UW System institutions, as a champion of higher education and a responsible steward of resources. Fulfilling this mission involves UWSA in a variety of activities, many of which are dependent to some extent on the use of data that are electronically gathered; analyzed; and produced for presentation; and in the use of technology as a vital tool for analysis and communication.

This is our sixth plan. This plan represents our continued effort to implement UWSA strategies through Information Technology (IT). It is also a tool to help manage IT solutions in support of UWSA business needs.

Due to the recently accelerated state statutory filing requirements imposed by the Department of Administration, this is an abbreviated plan. It was created and completed without a formal planning process, and as a result, outlines only the fiscal year 2009 projects that will help us meet our 2012 strategic directions and goals. The plan to be submitted in 2009 will list the remaining projects needed to achieve our 2012 goals, and will be completed with a formal planning process.

UW SYSTEM ADMINISTRATION TECHNOLOGY VISION

The University of Wisconsin System Administration takes advantage of the opportunities information technology presents to:

- Improve communication among System Administration staff and their constituents
- Encourage close collaboration among System Administration staff
- Facilitate decision making
- Coordinate policy planning
- Manage resources
- Further our partnerships with the Department of Administration and other state agencies and organizations
- Measure and evaluate UW System progress toward its goals and operational objectives

INFORMATION TECHNOLOGY PRINCIPLES

The University of Wisconsin System Administration has a substantial and growing investment in information technology. Wise management of this investment is critical to meeting System Administration's business needs. Guiding this management are underlying principles that provide a framework for policy decisions.

- UWSA aligns IT strategies with UWSA's strategic values and business strategies.
- UWSA treats information and technology as strategic resources, supporting and safeguarding them as critical assets.
- UWSA has a common understanding of what constitutes ethical use of IT, and is a role model for the appropriate use of IT.
- UWSA links its IT budget to its IT plan.
- UWSA staff associated with IT is competent and knowledgeable about current practices, methods, and technology. Staff is provided appropriate equipment and training to effect maximum productivity and quality. Equipment and training selection is approached on the basis of maximizing UWSA's return on investment.
- UWSA has a clear delineation of roles and responsibilities in regard to data. This includes the access, use, acquisition, and validation of data.
- Users are responsible for ensuring the appropriate use of data.
- Data custodians are responsible for ensuring appropriate access to data.
- UWSA staff communicates transparently across applications, platforms, and geographical locations.
- Where appropriate, UWSA applications have a common presentation format and are portable from platform to platform. UWSA applications are supported by pertinent designs, methods and tools, as well as a robust technical infrastructure.

INFORMATION TECHNOLOGY STRATEGIC DIRECTIONS

IT Strategic Direction #1

Enable appropriate interoperability with other institutions, State and Federal government, industry and other partners.

IT Strategic Direction #2

Provide user centric services that focus on enabling UWSA staff to provide efficient and effective services to their constituents.

INFORMATION TECHNOLOGY GOALS

Goals are needed to realize our strategic directions.

By July 1, 2012,

1. UWSA platform staff will have adopted a network services and network application platform that will:
 - Simplify the software and hardware infrastructure supporting the UWSA staff desktop computing environment
 - Provide a secure client-based collaborative access service for UWSA staff to facilitate the formulation and distribution of policies, practices and materials on behalf of the Board of Regents
 - Improve system redundancy and availability for all shared resources and computing systems
 - Manage UWSA computing infrastructure according to ITIL best practices.
 - Maintain and extend LOA-2 (Level of Assurance 2) compliant processes, procedures and configurations where appropriate

2. UWSA data services staff will have adopted a data services platform consisting of the following components:
 - A browser-based data delivery system using single sign-on where appropriate
 - A client-based data delivery system ((DRE) desktop runtime environment) where appropriate
 - SOA (service oriented architecture) based web service data delivery where appropriate
 - End user query and OLAP (on-line analytical processing) tools available and well supported for ad hoc access

3. UWSA applications development staff will have adopted an application development platform consisting of the following components:
 - Data base centric applications written with open standards tools
 - CMMI industry standard level 2 compliant applications where appropriate
 - Browser- or client-based applications with systemwide distribution using single sign-on where appropriate

INFORMATION TECHNOLOGY PROJECTS

To achieve these goals, we will accomplish the following projects in fiscal year 2009.

- Replace the email/calendar service infrastructure

We will consolidate email and calendar services to the Zimbra Collaboration Suite. Currently those services are each provided by separate software packages on separate AIX platforms. The Zimbra platform will eliminate platform and budgetary restrictions on mailbox size. It will allow calendar sharing and comparisons with other calendar systems, e.g., UW-Madison. It will provide up to date messaging and calendar support for mobile phones and PDAs (personal data assistants).

- Replace the file content infrastructure

We will consolidate file storage services and access, currently distributed on multiple Netware hosts, to Xythos Web File Services, enabling identical methods regardless of the user's internet location. The new service will also simplify compliance with Records Retention policies, records requests, and litigation holds. It will allow simplification of our web publishing model.

- Distribute institution and systemwide reports to UW System institutions

We will provide an electronic method of distributing institution and systemwide data to UW System institutions via the internet. The purpose is to protect institution and systemwide data by means of secure connections and single sign-on authorization. This project will securely provide data to institutions in a more consistent manner.

- Develop an executive scorecard

We will provide an easy to use visual summary of the UW System's Key Performance Indicators. The purpose is to enable executives to make data driven decisions.

- Restructure CDR base tables to incorporate new federal rules regarding race and ethnicity.

We will restructure whatever tables necessary to meet the requirement to allow multiple race ethnicity selection for a student. In turn, this will afford us the opportunity to lessen the importance of the social security number as an identifier. We can also clean up some other minor problems, such as the clumsy manner in which major, degree, and new student information is kept.

- Revise IAA (identification, authentication, authorization) provisioning processes through early adoption of Common Systems Identity Management Infrastructure.

We will simplify IAA provisioning mechanisms and meaningful preparation for externalizing user account management and authentication for OIS developed applications.

- Replace the current application program version system

We will replace the CVS with Subversion for better control of software development and release management.

- Develop and implement Transfer Information System Phase IV

We will, in this phase, provide degree audits that will summarize process towards an intended degree for potential transfer students. The purpose is to guide the student in his/her academic planning and preparation. This project will establish a system to generate an unofficial degree audit electronically to students considering transfer into or between UW System institutions.