

## Information Management and Technology Tactical Goals

	Information Management and Technology Project / Task	Academic Plan Strategic Goal	Gap/Action
<b>1</b>	Build on the IT performance metrics to improve technical support to faculty and staff	4	
<b>Current State</b>	<i>IM&amp;T dashboard will be release fall 2010 (2009-2010 Goal)</i>		Operationalized <a href="http://www.unco.edu/it/aboutus/ITDashboard/Index.htm">http://www.unco.edu/it/aboutus/ITDashboard/Index.htm</a>
<b>2</b>	Continue to implement disaster recovery site at e-Fort <sup>3</sup> t	4	
<b>Current State</b>	<i>e-Fort site has the ability to host email and web communications. E.g. <a href="http://emergency.unco.edu">http://emergency.unco.edu</a> (2009-2010 Goal). Banner Database is now replicated to offsite location at Effort.</i>		<i>The Banner ERP system is being designed to support the ability to provide services from the e-Fort facility. Administrative applications are being evaluated to be replicated to the e-Fort environment.</i>
<b>3</b>	Determine audio and/or video capture needs. If needed, investigate technological and support solutions and recommend a campus standard	1,2,4,5	
<b>Current State</b>	<i>Continuing to research technologies. (2009-2010 Goal)</i>		<i>Reviewing products and assisting in determining the campus needs.</i>
<b>4</b>	Hire undergraduate and graduate students in the department of Information Technology	3	
<b>Current State</b>	<i>There are currently 69 undergraduate students employed in the department in various capacities (technicians, lab consultants, Bear Logic sales staff), and 1 graduate student who organizes and publishes the IM&amp;T Newsletter and blog. (2009-2010 Goal)</i>		<i>Operationalized. Students are vital to the IM&amp;T department operation.</i>
<b>5</b>	Identify and evaluate specialized information technology labs and make recommendations for improvement	2,3	
<b>Current State</b>	<i>Assessed open labs and developed inventory. (2009-2010 Goal)</i>		<i>Assessment is continuing.</i>
<b>6</b>	Identify campus locations and funding to provide faculty local access to the Grader/Self Service Scanning system	2	
<b>Current State</b>	<i>Two self-service stations are available to campus – Candelaria Hall and Carter Hall (2009-2010 Goal)</i>		<i>Operationalized.</i>
<b>7</b>	Identify ID management issues and develop a written implementation plan	1,2,3,4,5	
<b>Current State</b>	<i>Implemented system changes to allow for ID management systems to integrate with campus ERP system (Banner) (2009-2010 Goal)</i>		<i>Continue to review opportunities to improve ID management system for system automation and reporting.</i>
<b>8</b>	Implement Macintosh mobile storage device (USB Drives) encryption to secure research and institutional data	4	
<b>Current State</b>	<i>A Macintosh encryption technology has been identified and implemented. (2009-2010 Goal)</i>		<i>Operationalized.</i>
<b>9</b>	Improve communications to faculty, staff and students that will address issues such as a) how to gain access to systems and information b) the relationship between information security and systems stability, etc.	1	
<b>Current State</b>	<i>An electronic PDID has been implemented to assist with system access. The Cyber-Security website has been updated. (2009-2010 Goal)</i>		<i>Operationalized.</i>
<b>10</b>	Investigate and create a standard to virtualize desktops where appropriate	1,2,4	

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<b>Current State</b>	<i>A desktop virtualization environment has been built and a pilot is taking place fall 2010. (2009-2010 Goal)</i>		<i>Pilot for remote lab is currently being evaluated.</i>
<b>11</b>	Seek opportunities to reduce, eliminate or off-set university expenditures by leveraging technology	1	
<b>Current State</b>	<i>Server virtualization, storage virtualization and desktop virtualization have all been implemented on various levels. (2009-2010 Goal)</i>		<i>Continue to expand technologies when appropriate while continuing to be conscious of financial concerns.</i>
<b>12</b>	Work with the department of Extended Studies to begin to understand distance education technological needs	4,5	
<b>Current State</b>	<i>Regular meetings between both areas are taking place. (2009-2010 Goal)</i>		<i>Operationalized.</i>
<b>13</b>	Continue to develop awareness of information security best-practices. Promote technologies that can assist with the protection of data loss. Hold regular campus discussions that address cyber-security. Stress the importance of protecting digital assets and physical copies of sensitive information.	1,2,3	
<b>Current State</b>	<i>Cyber-security awareness activities take place throughout the fiscal year. Cyber-security awareness month, October, continues to be the primary focus. However, Shredfest and onboarding awareness training for all new faculty and staff is being implemented. (2010-2011Goal)</i>		<i>Continue to work with the Human Resource department to completely implement awareness training into the onboarding process. Continue to focus on whole disk encryption for all mobile devices.</i>
<b>14</b>	Hold strategic discussions with faculty, staff and students regarding the network infrastructure. Focusing on future considerations of performance, security and stability of the campus network.	1,2,3,4	
<b>Current State</b>	<i>Currently developing communications for campus that outlines the importance of converged network communication. Voice, data and video services are mission critical to the campus and will need to be upgraded within the next twelve months. (2010-2011Goal)</i>		<i>Design discussions have been taking place for many months with the anticipation that an upgrade will take place fiscal year 2012.</i>
<b>15</b>	Review remote access design. Improve the functionality of the SSL VPN solution to allow for file access, accessibility printing resources and remote access to other campus computing systems.	1,2,3	
<b>Current State</b>	<i>Several areas have piloted the SSL VPN portal and we are finalizing documentation and technical configurations for campus. The legacy VPN appliances will be decommissioned by the end of the calendar year 2011. (2010-2011Goal)</i>		<i>Developing a communications plan for campus that will outline the new remote access solution and its functionality.</i>
<b>16</b>	Improve the Technical Support Center communications. Review online documentation for accuracy; focus on first call resolution, reviewing ticketing system.	1	
<b>Current State</b>	<i>Several communication avenues exist for the TSC to support our campus faculty, staff and students. We are now utilizing social media (Twitter and Facebook) to reach more areas of campus. The support portal has been updated for easier use including the support of chat. The LMS support Blog continues to be heavily utilized to communicate updates and maintenance activities surrounding the Blackboard system. The UNC Today is used for account access information and the process for submitting account access forms. Our first call resolution is currently at 65% and the ticketing system continues to provide an organized workflow for our department. (2010-2011Goal)</i>		<i>Operationalized</i>
<b>17</b>	Review the off-campus support model, while still continuing to provide 24/7/365 support for the campus. Extend UNC personnel hours to peak times and supplement low volume times with off campus answering service. Develop internal processes that will still allow for quick response times to severe issues (i.e. system down)	1,2,3,4	
<b>Current State</b>	<i>In January 2011, based on feedback from campus, we decided not to renew our agreement with our off-campus support vendor. We have extended our UNC personnel hours and have an after-hours</i>		<i>Operationalized</i>

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	<i>vendor who provides call answering services. (2010-2011Goal)</i>		
<b>18</b>	Review classroom technologies and configurations. Technologies such as VCR's, document cameras, DVD players and room controls need to be reviewed for functionality as well as usability. Review options to better respond to classroom support calls and be more proactive with the communications and technologies currently implemented.	1,2	
<b>Current State</b>	<i>Several processes have been implemented to improve the classroom technology support. Pre-semester checklists are utilized by IM&amp;T technicians to be proactive in identifying potential issues. A routine maintained program has been implemented to help identify failing systems. Targeted communications are being sent to instructors informing them of know issues and outages associated with the classroom they are utilizing. A classroom management system has been implemented to provide "remote hands" assistance to save valuable classroom time. These improvements have resulted in a 28% decrease in classroom technical issues in the past 12 months. (2010-2011Goal)</i>		Operationalized
<b>19</b>	Perform an analysis of the classroom controls and user interface. Research new technologies that may improve the classroom technology experience i.e. control panels, blue ray players and Smart Boards.	1,2,3,4	
<b>Current State</b>	<i>In partnership with CEBS, IM&amp;T installed XX Smart Boards over the past year. (2010-2011Goal)</i>		Continue to research technologies that support the academic environment.
<b>20</b>	Continue to research sustainability options for campus technologies. Power consumption for data centers should continue to be monitored for improvement as well as new technologies should be evaluated.	1,2,3,4,5	
<b>Current State</b>	<i>With server virtualization and network convergence, IM&amp;T has been able to reduce power consumption over the past 3 years by ~40%. (2010-2011Goal)</i>		Continue to research technologies that can help us better utilize power and cooling. A desktop management product is currently being implemented and will help IM&T manage power consumption in the campus computer labs and administrative offices.
<b>21</b>	Insight Improvements. Implement more user friendly features, cleanup development and production reporting environment, increase speed and efficiency of current reports, investigate current features and make sure they are being utilized to their fullest.	1,2,3,4,5	
<b>Current State</b>	Several major system upgrades have been completed. A significant hardware improvement was implemented in early August. New database views have been created to assist with reporting on currently enrolled students, financial aid, and finance data.		We have identified needs and priorities for reporting moving forward. New database views for course, class, admissions, and HR data are under development.