

University of Northern Colorado Information Technology Tactical Goals November 2008– June 2010

Information Technology (IT) is committed to deploying technology that creates and maintains an infrastructure that supports the Academic Plan. The IT strategic and tactical goals were developed in collaboration with the Information Technology Committee (ITC).

Academic Plan Goal 1: Create an exemplary teaching and learning community
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IT Strategic Goal 1: Information Technology will contribute to the creation of an exemplary teaching and learning community at the University of Northern Colorado.

- a. Provide appropriate communication means for Faculty and Students.
- b. Enable new and changing technologies. Create a flexible infrastructure that will allow for leveraging new and changing technologies. Take advantage of emerging technologies and global communications.
- c. Provide a consistent set of software and hardware for smart classrooms. Provide alternative locations when rooms are not available. Information technology will continue to address accessibility issues.
- d. Build a client centric environment where technology is used more efficiently and effectively. Work with CETL to develop education for faculty and students for existing software and hardware.
- e. Create a level of expectations for the use of hardware devices and software.
- f. Continue to streamline technologies and interfaces. Continue to integrate other software programs into the UNC ERP System.
- g. Build in compatibility with accreditation systems.
- h. Ensure that faculty, staff and students understand the capabilities of current and emerging technologies.

IT Tactical Projects November 2008-June 2010

- *Upgrade the Ursa portal*
- *Identify data management issues and create a remediation plan*
- *Identify ID management issues and develop a written plan*
- *Install information technology in 30 classrooms (24 classrooms with projection, 6 high tech rooms)*
- *Improve the IT and SupportU website*
- *Increase network bandwidth and/or create network redundancy to the Internet*
- *Determine audio and/or video capture needs. If needed, investigate technological and support solutions and recommend a campus standard*
- *Investigate and create a standard to virtualize desktops where appropriate*
- *Upgrade to Banner version 8.0*
- *Improve technical documentation to ensure faculty staff and students understand the capabilities of current technologies such as the spam filter, bearmail,*
- *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.*
- *Provide software license renewal notices to faculty and staff who purchase software from BearLogic*
- *Seek opportunities to reduce, eliminate or off-set university expenditures by leveraging technology*

Academic Plan Goal 2: Build a superior faculty of teacher-scholars

IT Strategic Goal 2: Information Technology will assist in building superior faculty.

- a. Demonstrate available technologies for incoming and potential faculty.
- b. Assist faculty in grant production and related projects. Provide a clear interface for assistance with Grants.
- c. Provide the technological functionality for monitoring applicants that assists in the hiring of quality faculty.
- d. Promote current faculty through a variety of technical avenues.
- e. Assist faculty members with an infrastructure to support electronic faculty portfolios. Possibly provide students with a similar technology.
- f. Use technologies to customize and personalize interactions between colleges and schools
- g. Provide a conduit for colleges and programs to display and market their own accomplishments.

IT Tactical Projects November 2008-June 2010

- *Upgrade the Ursa portal*
- *Identify campus locations and funding to provide faculty local access to the Grader/Self Service Scanning system*
- *Identify data management issues and create a remediation plan*
- *Identify ID management issues and develop a written implementation plan*
- *Install information technology in 30 classrooms (24 classrooms with projection, 6 high tech rooms)*
- *Improve the IT and SupportU website*
- *Identify and evaluate specialized information technology labs and make recommendations for improvement*
- *Determine audio, video capture and video conferencing needs. If needed, investigate technological and support solutions and recommend a campus standard*
- *Investigate and create a standard to virtualize desktops where appropriate*
- *Develop an iTunesU recommendation*

<p>Academic Plan Goal 3: Be a model for transformational learning that integrates all aspects of students' UNC experience.</p>

IT Strategic Goal 3: Information Technology will promote a model for transformational learning that integrates all aspects of students' UNC experience.

- a. Provide internships and learning opportunities for students in the Information Technology Department.
- b. Provide a consistent environment for online learning and administrative functions for first year students.
- c. Provide technologies that help build communities and overcome barriers.
- d. Use technology to enhance current modes of teaching, learning, and discovery.
- e. Provide viable technologies for students and faculty to use social networking tools.

IT Tactical Projects November 2008-June 2010

- *Hire undergraduate and graduate students in the department of Information Technology*
- *Transition technical support of the Learning Management System (Blackboard) from CETL to IT*
- *Upgrade to Banner version 8.0*
- *Upgrade the Ursa portal*
- *Identify data management issues and create a remediation plan*
- *Identify ID management issues and develop a written implementation plan*
- *Install information technology in 30 classrooms (24 classrooms with projection, 6 high tech rooms)*
- *Improve the IT and SupportU website*
- *Identify and evaluate specialized information technology labs and make recommendations for improvement*
- *Create an educational campaign to students that addresses copyright (peer to peer sharing do's and don'ts)*
- *Increase network bandwidth and/or create network redundancy to the Internet*

- *Develop an iTunesU recommendation*

Academic Plan Goal 4: Build a staff that is dedicated to the teaching and learning community

IT Strategic Goal 4: Promote the building of a staff dedicated to the teaching and learning community with technology.

- Provide technologies for secure sharing of files to assist with research both on and off campus.
- Assist in providing efficient technologies for faculty and staff.
- Identify technologies that could be integrated into training on campus.
- Develop technologies to deliver education off campus.
- Maintain a solid secure infrastructure to support data intensive research.
- Identify and implement research technologies.

IT Tactical Projects November 2008-June 2010

- *Upgrade the Ursa portal*
- *Transition technical support of the Learning Management System (Blackboard) from CETL to IT*
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- *Identify ID management issues and develop a written implementation plan*
- *Install information technology in 30 classrooms (24 classrooms with projection, 6 high tech rooms)*
- *Improve the IT and SupportU website*
- *Increase network bandwidth and/or create network redundancy to the Internet*
- *Implement guest access to technology resources such as wireless*
- *Implement Macintosh mobile storage device (USB Drives) encryption to secure research and institutional data*
- *Determine audio, video capture and video conferencing needs. If needed, investigate technological and support solutions and recommend a campus standard*
- *Investigate and create a standard to virtualize desktops where appropriate*
- *Continue to implement disaster recovery site at e-For3t*
- *Continue to implement virtual server environment*
- *Investigate and migrate the Active Directory to Windows 2008 operating system*
- *Investigate and implement an Apple server centrally supported infrastructure*
- *Work with the department of Extended Studies to begin to understand distance education technological needs*
- **Build on the IT performance metrics to improve technical support to faculty and staff**
- **Further develop technical documentation and expand the Support U database to be used by faculty, staff and students (self-help).**

Academic Plan Goal 5: Engage the greater community as partners in teaching and learning
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IT Strategic Goal 5: Information Technology will facilitate the involvement and promote relationships in the greater community.

- Provide opportunities for the community to utilize technology and resources available at UNC.
- Include representation from Information Technology for community advisory boards.
- Provide technologies for secure sharing of files to assist with research both on and off campus.
- Provide technologies for recording and replay of guest speakers.
- Establish electronic registry of community groups wanting to liaison with UNC researchers/teachers.
- Provide technology for electronic archives.

IT Tactical Projects November 2008-June 2010

- *Implement guest access to technology resources such as wireless*

- *Identify data management issues and create a remediation plan*
- *Identify ID management issues and develop a written implementation plan*
- *Improve the IT and SupportU website*
- *Determine audio, video capture and video conferencing needs. If needed, investigate technological and support solutions and recommend a campus standard*
- *Develop an iTunesU recommendation*
- *Work with the department of Extended Studies to begin to understand distance education technological needs*