

Strategic Statements and Goals

(from UWG IT Strategic Plan)

- 1. Enhance Learning:** The University will provide an environment for learning and development empowered by technology. Users will have access to informational, educational, and research resources both inside and outside the classroom. Delivery of academic services will be enhanced by the use of appropriate technology. The University will seek to identify and increase the benefits accrued by the use of technology for instruction, learning and the delivery of research materials.
- 2. Support Information Accessibility:** The University will develop and maintain a robust, secure, and flexible infrastructure that allows efficient and reliable access to information and accurate data for learning, research, and decision-making. Services are expected to be ubiquitous, to enhance the user's ability to accomplish work, and to present no obstacles for accomplishment. Services should be provided routinely to all users: faculty, staff, and students.
- 3. Increase Customer Focus:** The University will employ IT to encourage and support an operational environment in which characteristics of its customers - students, faculty, staff, and the West Georgia community - are identified, their needs are understood, relationships and expectations are effectively managed, and quality assurance is fostered for high-quality services and support. The University will enhance processes associated with establishing, servicing and retaining relationships with students, faculty, staff, alumni, vendors, the University System of Georgia, and the Community.
- 4. Ensure Continuous Innovation:** The University will anticipate, plan, and implement information and instructional technology capabilities and solutions in a manner that provides the greatest overall benefit to the communities served by the State University of West Georgia.
- 5. Effectively and Efficiently Plan and Manage IT Operations:** The University will provide an IT operational environment where collaboration and communication are given priority, resources are matched with services, costs are effectively managed, resource alternatives are explored, appropriate funds are provided, resources are shared and used to their maximum potential and services are continually improved.

2008 – 2009 ITS GOALS

The ITS mission is to provide innovative, customer focused IT services, effective IT leadership and planning, and a secure and robust technical infrastructure that supports the academic and administrative goals of the University.

1. ITS will maintain a 99% uptime for all academic and administrative systems and the campus network. (Strategic Goals: 1, 2, 3)
2. ITS will respond to Service Desk and ResNet calls within one working day. (Strategic Goals: 1, 2, 3)
3. ITS will complete all Banner upgrades within the time frame specified by the BOR. (Strategic Goals: 2, 5)
4. ITS will complete Banner report requests within 2 working days. (Strategic Goals: 3)
5. ITS will maintain a 95% customer satisfaction rating on service desk calls. (Strategic Goals: 3, 5)
6. ITS will support and maintain classroom technologies and computer labs adequate to meet the needs of the faculty and students. (Strategic Goals: 1, 2, 3)
7. ITS will enhance campus IT security and maintain an incident response team to respond to all security related incidents. (Strategic Goals: 2, 4, 5)
8. ITS will work with Campus Planning and Development to ensure that the information technology in new construction and remodeling projects meet the standards as defined by the Board of Regents Facilities Guidelines for Instructional Technology and the UWG Communications Cabling Specifications. (Strategic Goals: 1, 2, 3, 4, 5)
9. ITS will maintain the enterprise applications necessary to support the administrative and academic needs of the University. (Strategic Goals: 1, 2, 3, 4)

ITS Tactical Plan – July 2008 – January 2010

<ul style="list-style-type: none"> Short Range Goal 	<ul style="list-style-type: none"> ITS Goal 	<ul style="list-style-type: none"> Campus 2010 – 2015 Strategic Plan Goal 	<ul style="list-style-type: none"> Budget Required
<p>Security & Security Awareness Related Initiatives</p> <ul style="list-style-type: none"> Implement the “Security Tip of the Week” Daily Report Announcement By August 31, 2008. Promote WebCT Security Courses to the campus by the end of Oct. 2008 (part of NCSAM activities). Participate in National Computer Security Awareness Month (Oct .2008) Implement a standardized VPN remote access solution by July 1, 2009. 	<ul style="list-style-type: none"> Goal 7 	<ul style="list-style-type: none"> GP 1, Goal 1, 2 GP 2, Goal 6 	<ul style="list-style-type: none"> Printed materials for awareness training (\$1,000) VPN may require additional hardware (TBD).
<p>Project Planning & Prioritization/IT Governance</p> <ul style="list-style-type: none"> Provide professional development to the newly identified ITS project manager and develop formal project planning methodology by Feb. 28, 2009. Provide ITS staff on use of project planning by June 30, 2009. Implement vPMO and begin production use for all ITS projects by July 1, 2009. Improve IT governance by 	<ul style="list-style-type: none"> Goal 1, 3, 4, 7, 8, 9 	<ul style="list-style-type: none"> GP 1, Goal 1,2 	<ul style="list-style-type: none"> Training for IT Project Manager (\$3,000)

<ul style="list-style-type: none"> working to develop campus wide committee/council to engage in the project prioritization process during the 2008-2009 academic year. 			
<p>Increase Service Delivery to the Campus</p> <ul style="list-style-type: none"> Extend Service Desk hours to 8PM by the beginning of Fall semester. Participate with the Financial Aid Office in the Nortel Call Center Software implementation, and develop plan for use with Service Desk. Research product offerings and select a remote support solution for service desk personnel and support technicians (e.g. Bomgar type service) by Dec 31, 2009. Implement an ITS Service Catalog by Oct. 1, 2009 Develop selected Service Level Agreements (SLAs) between key constituents and ITS by August 1, 2009 to support delivery of the services contained within the Service Catalog. Develop selected Operating Level Agreements (OLAs) between key constituents internal and external to ITS by August 1, 2009 to support delivery of the services contained within the Service Catalog. Enhance the ability to deliver 	<ul style="list-style-type: none"> Goal 2, 5 	<ul style="list-style-type: none"> GP 1, Goal 1,2 GP2, Goal 5 GP 4, Goal 11 	<ul style="list-style-type: none"> A vacant position will be redefined to work 11AM – 8PM, so no additional personnel dollars will be needed to extend service hours. The Nortel Call Center software is part of a BOR funded Targeted Enhancement. The ITS budget would need to cover additional agent licenses (~1,800 ea). The estimated cost of virtual/remote support solutions is expected to be \$10,000 - \$20,000. No budget has been identified for this project.

<ul style="list-style-type: none"> unique websites within the content management system by developing alternative color schemes departmental/organizational templates within RedDot by May 2009. 			
<p>Major IS Email/Web Improvements</p> <ul style="list-style-type: none"> By the end of Dec. 2008, develop a plan, including budget requirements, to improve email & web server performance. Implement email and web server plan based on available budget by the end of June 2009. Research and implement selected UWG's web servers (www, myUWG portal, student web, departmental web servers) to be running in a Virtualized environment by Dec 31, 2009. 	<ul style="list-style-type: none"> Goal 1, 7,9 	<ul style="list-style-type: none"> GP 1, Goal 1,2 GP2, Goal 5 GP 3, Goal 7 GP 4, Goal 11 	<ul style="list-style-type: none"> Budget requirements to be determined,
<p>Review Windows Network/Domain Structure</p> <ul style="list-style-type: none"> Combine UWG Windows domains to a single Active Directory by October 1, 2009 	<ul style="list-style-type: none"> Goal 1, 7, 9 	<ul style="list-style-type: none"> GP 1, Goal 1 GP 2, Goal 6 	<ul style="list-style-type: none"> Existing hardware should cover these functions.
<p>Disaster Recovery</p> <ul style="list-style-type: none"> Identify possible secondary machine room locations in time to submit an MRR request. Implement Emergency 	<ul style="list-style-type: none"> Goal 1, 7, 9 	<ul style="list-style-type: none"> GP 1 Goal 1 GP2 Goal 5 	<ul style="list-style-type: none"> Secondary machine room would be submitted as a MRR request. Existing hardware can be used to house the status system. Additional hosting fees

<p>Notification within ITS using the existing Schoolcast system by Dec. 2008</p> <ul style="list-style-type: none"> • Develop an automated IT status reporting system to provide info on outages, systems health and performance metrics by Dec 31, 2009. • Develop a disaster backup web page communications service (i.e. utilize PeachNet's backup DNS service offering along with either USG web space or westga.info web space) to provide backup for www.westga.edu web services by April 1, 2009. 			<p>may be required to support the DR email/web communications site.</p>
<p>Classroom Support Services</p> <ul style="list-style-type: none"> • Standardization of Classroom Teacher Workstations (OS & Major Campus Applications) based on platform (PC, Mac, Symposium) by August 2009. • Develop a tiered A/V Classroom Configuration Guide by December 2008 • Respond to 90% of Urgent/Emergency Level classroom calls with initial response time of 15 minutes or less from initial contact with Service Desk • Install How-To Documentation and Service Desk Contact Information in all classrooms by December 2008 	<ul style="list-style-type: none"> • Goal 2, 5, 6 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Printed materials required (~\$300).

<ul style="list-style-type: none">• Classroom Support and Special Events will deploy Voyager Database for equipment checkout by June 2009			
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