Information Technology
Strategic Goals
2009 – 2013

Mission
The Information Technology Department ("IT"), through its stewardship of technology, shall support, educate and encourage the University community in its exploration and use of technologies in the pursuit of varied division and departmental missions.

Overview
In 2001, in the first strategic plan for information technology developed under the current administration, technology was characterized as a “comprehensive enabler” of university operations. In the years since that plan was developed the role of "Information Technology" at the university has expanded at a nearly exponential rate. This accelerating growth is a consequence of funding made available for technology projects and funding related to construction and renovation of campus buildings.

As 2009 begins, the IT department is involved not only with traditional items of technology that relate to information handling – computers, software, and communications – but also with television and radio, theater lighting and audio systems, digital signage, music, foreign languages, web-based learning systems, distance education facilities, security cameras, electronic door locks, ID card and retail systems, duplication equipment, vending machines, HVAC controls, RFID tracking systems, campus alerting systems, web sites, blogs, and wikis. At the same time IT is engaged in a massive project to replace the university’s core information system for academic administration. We have reached the point where “comprehensive enabler” is an accurate description.

Such explosive growth in the number of systems and the increasing domain in which IT is involved have necessitated much closer relationships with other service departments, structural changes in IT, new resources, new tools, and new strategies.

IT strategic goals revolve around infrastructure, content, technology education, and management. They primarily work to provide support for the efforts of others in pursuit of university goals.
IT Goal 1: Expand and Improve Technology Infrastructure
[University goals 3D, 8C]

Objective 1.1: Move all faculty/staff to new voicemail system, by Q2 2009

Objective 1.2: Increase Internet access speed to 60 Mbps, by Q3 2009

Objective 1.3: Extend wireless network to all residence halls, by 2010

Objective 1.4: Re-wire Vail Hall, by 2010

Objective 1.5: Provide high-definition TV content to campus residents, FY2011

Objective 1.6: Extend wireless network in administrative buildings, by 2011

Objective 17: Re-wire Lincoln Hall, by 2011

Objective 1.8: Complete transition to IP Telephony, FY 2013

IT Goal 2: Complete State of Pennsylvania-funded fit-out (FFE) of new and renovated structures
[University goals 3D, 8F, 9]

Objective 2.1: FFE for Ware Center, FY 2009

Objective 2.2: FFE for University Hall, FY 2009

Objective 2.3: FFE for Student Union Building, FY 2010

Objective 2.4: FFE for Science Building, FY 2010

Objective 2.5: FFE for International Cultural Center, FY 2010

Objective 2.6: FFE for Langston Hughes Memorial Library, FY 2011

Objective 2.7: FFE for Learning/Counseling/Academic Center, FY 2011

Objective 2.8: FFE for Stadium and Field House, upon completion of construction
Objective 2.9: FFE for Wright Hall, upon completion of renovation

Objective 2.10: FFE for Grim Hall, upon completion of renovation

Objective 2.11: FFE for Dickey Hall, upon completion of proposed renovation

**IT Goal 3: Expand and Improve Information Systems**
[University goals 8B, 11D, 11H, 13]

Objective 3.1: Complete COLLEAGUE registration and records implementation, FY 2009

Objective 3.2: Complete COLLEAGUE admissions on-line system implementation, FY 2009

Objective 3.3: Complete implementation of the COLLEAGUE Operation Data Store (ODS) and Business Objects to provide core operational reporting, FY2009

Objective 3.4: Establish employee training modules for COLLEAGUE and Business Objects, FY 2010

Objective 3.5: Implement additional functionality in COLLEAGUE HR, FY 2009-2010

Objective 3.6: Implement university-wide system for inventory of equipment and materials, FY2010.

Objective 3.6: Implement COLLEAGUE Advancement system, FY 2010

Objective 3.7: Implement COLLEAGUE Degree Audit system, FY 2010

Objective 3.8: Fully document office procedures involving COLLEAGUE, FY 2013

**IT Goal 4: Revamp web presence and mass-communication tools**
[University goals 12A, B]

Objective 4.1: Transition university web content to a CMS, FY 2009-2010
Objective 4.2: Establish scheduled reviews of web content, FY 2009

Objective 4.3: Implement Digital Signage, FY 2009-2010

Objective 4.4: Move to next generation Learning Management System, FY 2010 [8B]

Objective 4.5: Move campus alerting systems from start-up to fully-supported operation, FY2010

Objective 4.6: Establish mass-communication best practices for use of paper newsletters, flyers, posters, email, voicemail, digital signage, web sites, text messaging, siren/PA system, LUCTV, WWLU radio, etc., FY 2010

**IT Goal 5: Expand and Improve Technology Management**
[University goals 11C, D, H]

Objective 5.1: Formalize project management procedures and skills, FY 2010

Objective 5.2: Establish technology preventative maintenance program, FY 2010

Objective 5.3: Formalize and automate IT security procedures, FY 2010

Objective 5.4: Improve physical security for IT spaces and equipment, FY 2010

Objective 5.5: Establish rich communication between IT and clients, FY 2011

Objective 5.6: Formalize and automate IT monitoring, FY 2011

Objective 5.7: Establish IT risk management/disaster recovery program, FY 2011

Objective 5.8: Formalize change control procedures, FY 2012

**IT Goal 6: Establish Technology Training Program**
[University goal 8C]

Objective 6.1: Establish a university training office, FY 2009
Objective: 6.2: Develop IT orientation material for employees, FY 2009

Objective: 6.3: Develop introductory office computing training modules, FY 2010

Objective: 6.4: Develop modules for all COLLEAGUE functions, FY 2013

**IT Goal 7: Maintain Appropriate Resources for Technology Support**

[University goals 11A, B, C]

Objective 7.1: Establish a process for early communication on all university projects potentially involving technology to identify one-time and on-going resource requirements, and a procedure for communicating findings, FY 2010

Objective 7.2: Establish and maintain strategic sourcing relationships with external consultants to provide surge capacity for project work, FY 2009

Objective 7.3: Shift 1 Programmer/Analyst to Systems Administrator, FY 2009

Objective 7.3: Add 1 FTE IT Technician per year to match new buildings coming on-line. FY 2010, FY2011, FY2012