

## Tactical Plan Progress Summary

November & December 2008

### Impact Area 1 - Culture, Governance and Technology Support Organization

Goal	Tasks	Timeline	Progress
<p>Create an information technology governance structure (IT Council)</p>		<p>Spring 2008</p>	<p>CIO proposed structure &amp; charter, PC approved 4/15/08; Meetings held every two weeks.</p> <p>August Update: IT Council updates and creates new ITS Policies</p> <p>September: Sub-teams refine new policies</p> <p>October: Approved conversion of Email from GroupWise to MS Exchange</p> <p><b>Nov-Dec: Ongoing ITS policy development</b></p>
<p>Redefine IT support organization</p>	<p>Expand IT Dean responsibilities</p> <p>Develop new organization structure</p> <p>Implement ITIL (or similar framework) to create a service-oriented organization</p>	<p>Spring 2008</p> <p>May 2008</p> <p>Fall 2008</p>	<p>Completed by President</p> <p>Moved training to Professional Organizational Development (POD).</p> <p>Selected a less formal process than ITIL for service orientation based on empowering committees to design and establish procedures and policies.</p> <p>October: New Technology Purchasing Policy routes all software and hardware requests through ITS.</p> <p><b>Nov-Dec: Purchased WASP-Mobile Asset Pro for organizing software licenses.</b></p>
<p>Communicate IT support role and procedures to AC</p>	<p>Create a communication plan and execute the plan.</p>	<p>Summer 2008</p>	<p>April 2008: preliminary process for external communication &amp; relationships: ITS News (June 2008).</p> <p>August Update: The ITS Division web pages are undergoing reconstruction to serve as a communication tool that will share information with the AC community about the committee work, projects,</p>

			<p>announcements, frequently asked questions, and department information.</p> <p>September: ITS Website now has IT committees and task force agendas and minutes, as well as new Frequency Asked Questions (FAQ) pages.</p> <p><b>Nov-Dec: Completed written version of Communication Plan.</b></p>
<p>Create and deliver technology training for all constituents</p>	<p>Create a subcommittee under the IT Council to recommend technology training. Create a technology training plan from input from constituencies in all areas including Datatel Colleague, general technology, distance learning, Resource 25, etc.</p>	<p>Fall 2008</p>	<p>April: Created Administrative Committee for Technology (ACT). Meetings: 5/27/08; Reviewed projects from COT and other committees</p> <p>DataTel survey results identified a needs for a campus-wide report generator and training needs for personnel in HR and Enrollment Management modules.</p> <p>August: The Administrative Committee for Technology (ACT) has task forces investigating the report generator and Resource 25. Both will present new procedures to ACT. Other training related issues are being with POD.</p> <p>September: Report Generator subteam sent 4 members to DataTel conference to compare two products that work well with DataTel. Will present a recommendation to ACT.</p> <p>October: Sub-Teams presents report generator (Business Objects) to a focus group with positive results.</p> <p><b>Nov-Dec: Completed Technology Training Plan.</b></p>

## Impact Area 2 - Policy and Procedures

Goal	Tasks	Timeline	Progress
<p>Develop security plan and strengthen</p>	<p>Review State of Texas security standards and best practices. Utilize the IT Council to review policies and recommend</p>	<p>Fall 2008</p>	<p>EduServe consultant Jack McCoy on campus June 2 through the 6<sup>th</sup>, and one week a month to develop a</p>

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AC information security	adoption.		<p>security and disaster recovery plan.</p> <p>August: Dr. Tom Warger will work with Jack to actualize these in the Fall 2008.</p> <p>September: Top security issues are being weaved into the IT Policies created or revised by IT Council Sub-Teams.</p> <p>October: Board approved purchase of Fluke, ASA, and Symantec to strengthen network security.</p> <p><b>Nov-Dec: Completed written Infrastructure &amp; Security Plan. IT Council sub-teams continue to develop security policies.</b></p>
Adopt Service-level agreements to support technology users	Draft service-level agreements to be negotiated with end users so that support can be tracked.	Fall 2008	<p>August: Identified a standard SLA template. Formal SLA for KACV, special projects and the Art Museum are under development and will serve as models for more SLAs.</p> <p>September: Working with KACV and AMoA to establish SLA list of expectations.</p> <p><b>Nov-Dec: SLAS completed for KACV, AMoA and Electronics Department.</b></p>
Create a change management policy and procedure	<p>Develop an internal IT change management procedure that will ensure all updates are applied appropriate.</p> <p>Develop, with the assistance of the IT Council, procedures to launch new technology projects and assist with technology acquisition and implementation</p>	Spring 2008	<p>In motion: IT Council charged with prioritizing IT initiatives and addressing technology based issues.</p> <p>August: The change management policy is in draft form and currently being revised by a task force created by the IT Council.</p> <p>September: IT Council sub-team finalizing final draft for IT Council presentation in Oct/Nov.</p> <p><b>Nov-Dec: Change Management Policy completed and will be submitted to President's Cabinet</b></p>

Goal	Tasks	Timeline	Progress
			<b>for final approval in January.</b>
Implement a Colleague user-testing protocol	<p>Identify the appropriate staff to perform testing.</p> <p>Facilitate testing and assist in scenario creation</p> <p>Provide a method for testing validation and sign off</p>	Fall 2008	<p>August: Purchased a server which will be dedicated to testing changes and enhancements to Colleague. The programming department is charged with test performance, scenario development, validation and sign-off.</p> <p>September: Server is in. Transferred software license to the new server, install and set-up complete. October involves moving over test environments over to this.</p> <p>October: Purchased and installed software needed to complete the test server environment. Plan: test environments moved to test server by 11/21.</p> <p><b>Nov –Dec: Programming staff are working with Datatel to provide access to the test environments that were moved in November.</b></p>

### Impact Area 3 – Strategic Planning and Resource Utilization

Goal	Tasks	Timeline	Progress
Develop Disaster Recovery Plan	<p>Document existing infrastructure</p> <p>Create and test procedures for backup and recovery</p> <p>Test DR plan</p>	Fall 2008	<p>June: Documentation of existing infrastructure is near completion.</p> <p>August: Under development by Drs. Tom Warger and Jack McCoy.</p> <p>September: Linda and Laura develop infrastructure plan that serves as a foundation for the backup and recovery portion of the DR.</p> <p><b>Nov-Dec: Infrastructure &amp; Security Plan completed.</b></p>
Create an infrastructure plan	Design an infrastructure that can take advantage of standardization and integrations. Review the existing servers, network hardware, etc. and create a	Fall 2008	August Update: Migrated data to the Storage Area Network (SAN), moved sensitive data onto a secure server and reviewing technical options to strengthen the network.

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	<p>technology environment plan that is risk-adverse and is easily maintainable to current staff.</p> <p>This will provide the basis for a sound design and establish the replacement cycle.</p>		<p>August: Technology Replacement Task force continues to work on validating the equipment inventory and assess technology-based needs. Data collection continues, new coding system established and data is being entered. Plan includes the purchase of 600 computer systems in the Fall of 2008, plus switches, network components, and AV equipment. Also working on a PC deployment plan.</p> <p>September: Linda and Laura finalized the three year infrastructure needs and costs. Working on the final report.</p> <p><b>Nov-Dec: Completed</b></p>
<p>Eliminate Novell OS to simplify environment and save costs in the long term</p>	<p>Migrate from GroupWise to Exchange</p>	<p>Fall 2008</p>	<p>August update: IT Council approved migration from Novell to Microsoft Exchange. Network Services was charged with presenting an implementation plan to the IT Council before any changes are made.</p> <p>September: Email implementation costs and essential elements identified and ready for presentation to IT Council and Board in October.</p> <p>October: IT Council reviewed and approved the migration with completion expected in late December.</p> <p><b>Nov-Dec: Conversion successfully implemented. Completion expected by late January.</b></p>
<p>Evaluate the SharePoint Portal for integration with Datatel Colleague product</p>	<p>Review options for Portal implementation and determine its best use for AC</p>		<p><b>Nov-Dec: Investigated. Decision was made to revisit this option in Summer 2009 given the other initiatives in motion.</b></p>

Goal	Tasks	Timeline	Progress
<p>Replace classroom and desktop technologies on a planned rotation cycle</p>	<p>-Complete desktop inventory (printers and CPUs and monitors) and replace up to 1/3 of all equipment that is 4+ years old. Eliminate rolling computer replacements. Every computer should be replaced on a 4-year cycle. This would potentially mean leasing or purchase approximately 900 computers annually.</p> <p>-Mediate all classrooms (320 rooms with internet, sound, projection, computers and lighting), which would require installation or replacement of approximately 100 rooms annually over the next 3 years.</p> <p>-Faculty computers should be matched to classroom technology when possible.</p>	<p>Summer 2008</p>	<p>September: Technology Replacement Task Force (TRTF) approved replacement of all computers at Polk and East Campus as first phase. Purchase included 100 desktops and 25 laptops. New technology related purchasing policy established by the Business Office routes all requests for both hardware and software purchased through the TRTF for centralized control. Training on file management for all employees will precede each replacement effort. TRTF will prioritize replacement for remaining critical areas.</p> <p>October: Replacement for B &amp; I (Polk) completed. Deployment went very smooth.</p> <p><b>Nov-Dec: Replacement successfully progressing through East Campus, Moore Campus and selected locations on West and Washington Campuses.</b></p>
<p>Collect lab utilization data to determine a methodology for lab consolidation. AC should make every effort to provide multi-use labs for students that is open longer hours and is more accessible.</p>	<p>Identify a single location on each campus that can house a large multi-use open lab environment for students. The lab should be open extended hours and provide both technical and tutorial services for all disciplines. A lab design should be completed after the utilization data has been collected.</p>		<p>August: Assessment of lab utilization began in July. Usage data for labs with old computers does not adequately inform decision making. Fred and Laura are investigating each lab.</p> <p>LabTrak, a software program that tracks lab usage will be purchased in Fall of 2008 and begin tracking all labs equally.</p> <p>September: Investigating a Dell solution to update more labs at less cost with a standard usage statistics software.</p> <p><b>Nov-Dec: Selected the product AccuTrack for all labs. Planned for purchase in Spring 2009.</b></p>

## Impact Area 4 – Application Effectiveness

Goal	Tasks	Timeline	Progress
Educate user community about AC enterprise applications	<p>Identify and assess the Colleague modules that have been purchased but are not being utilized.</p> <p>Identify at least 3 modules as areas for improvement and create process maps and documentation.</p>	Fall 2008	<p>Assessment completed in April. ACT will work to prioritize the 2 module areas of need, which are Resources and Enrollment Management) and 2 campus-wide areas of need (Communication Flow and Report Generator).</p> <p>August: ACT continues this effort.</p> <p>September: Four members of ACT Report Generator sub-team attended Datatel training to learn more about I-Strategy and Business Objects. Will present recommendation to ACT in October.</p> <p>Workflow sub-team developing a template for all departments based on that developed for the Business Office.</p> <p><b>Nov-Dec: Data Orchestrator and Business Objects purchased. Implementation plan underway.</b></p>
Assess data reporting needs	Interview user communities after Colleague training to identify strategies for reporting	Summer 2008	<p>August: ACT Task Force is working this area.</p> <p>September: See above</p> <p><b>Nov – Dec: Solution = Business Objects described above.</b></p>

### Progress in other areas

1. CIO search committee selected additional candidates from the second round of applications and conducted phone interviews. On-site interviews will take place in Mid-January 2009.
2. Completed the Technology Strategic Plan (T.P. 1.4.2.), which is currently under review by the ITS division personnel. This plan will then be presented to the IT Council for consideration in January.