

Tactical Plan Progress Summary

August 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 & charter, PC approved 4/15/08; Meetings held: 5/15/08; 5/22/08, 6/15/08 & 6/19/08 (prioritizing IT/Tactical plan initiatives, set sequence for wireless deployment).</p> <p>August Update: IT Council updates and creates new ITS Policies</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 & 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, announcements, frequently asked questions, and department information.</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</p>

			training related issues are being with POD.
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Impact Area 2 - Policy and Procedures

Goal	Tasks	Timeline	Progress
Develop security plan and strengthen AC information security	Review State of Texas security standards and best practices. Utilize the IT Council to review policies and recommend adoption.	Fall 2008	EduServe consultant Jack McCoy on campus June 2 through the 6 th , and one week a month to develop a security and disaster recovery plan. August: Dr. Tom Warger will work with Jack to actualize these in the Fall 2008.
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	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.
Create a change management policy and procedure	Develop an internal IT change management procedure that will ensure all updates are applied appropriate. Develop, with the assistance of the IT Council, procedures to launch new technology projects and assist with technology acquisition and implementation	Spring 2008	In motion: IT Council charged with prioritizing IT initiatives and addressing technology based issues. August: The change management policy is in draft form and currently being revised by a task force created by the IT Council.
Implement a Colleague user-testing protocol	Identify the appropriate staff to perform testing. Facilitate testing and assist in scenario creation Provide a method for testing validation and sign off	Fall 2008	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.

Impact Area 3 - Strategic Planning and Resource Utilization

Goal	Tasks	Timeline	Progress
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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>
Create an infrastructure plan	<p>Design an infrastructure that can take advantage of standardization and integrations. Review the existing servers, network hardware, etc. and create a 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>	Fall 2008	<p>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.</p> <p>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>
Eliminate Novell OS to simplify environment and save costs in the long term	Migrate from GroupWise to Exchange	Fall 2008	<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>
Replace classroom and desktop technologies on a planned rotation cycle	<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>	Summer 2008	See above

Goal	Tasks	Timeline	Progress
	<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>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>

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>
Assess data reporting	Interview user communities after Colleague training to	Summer 2008	August: ACT Task Force is working this area

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needs	identify strategies for reporting		

Progress in other areas

1. Construction related: A registered data designer has been contracted to develop formal wiring planes for the new Science Center. Design includes wiring for data, voice, wireless, and AV systems. The resulting system will be labeled, documented, and have a warranty. Providing fiber to the new location will be a separate contract.
2. One Field Support Technician and one Electronic Support Specialist resigned. The latter position will be slightly redesigned and posted as a vacancy.
3. An Inventory Task Force was created in June and continues to identify and resolve issues related to the computer hardware inventory and the three separate computer systems that are currently used to track equipment.
4. The installation of wiring for the wireless access points is complete and ITS is awaiting the delivery of the antenna.