

## Tactical Plan Progress Summary

March 2009

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

Goal	Tasks	Timeline	Progress
Create an information technology governance structure (IT Council)		Spring 2008	<p>ITC charter/membership approved 4/15/08; Meetings held every two weeks.</p> <p>October: Approved conversion of Email from GroupWise to MS Exchange</p> <p>Jan: Change Management policy approved; Internet Use Policy under final review; Data Access and Email policies under review.</p> <p>Feb: Created subteams to study the Portal in terms of use and renewal of the contract. <b>Meeting weekly through March.</b></p>
Redefine IT support organization	<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>Nov-Dec: Purchased WASP-Mobile Asset Pro for organizing software licenses.</p> <p>Jan.: Helpdesk now reports to CIO position</p> <p><b>March: Sub-team working on strengthening work order process and prioritizations to enhance service.</b></p>
Communicate IT support role and procedures to AC	Create a communication plan and execute the plan.	Summer 2008	<p>April 2008: preliminary process for external communication &amp; relationships: ITS News (June 2008).</p> <p>August Update: The ITS Division web pages undergoing reconstruction to share information with the AC community about the committee work, projects, announcements, frequently asked questions,</p>

			<p>and department information. IT committees and task force agendas and minutes, with Frequency Asked Questions (FAQ) pages added in September.</p> <p>Nov-Dec: Completed written version of Communication Plan.</p> <p>Jan: Helpdesk functions under review.</p> <p>Feb &amp; March: New processes for prioritizing HelpDesk requests under development.</p>
Create and deliver technology training for all constituents	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.	Fall 2008	<p>April: Created Administrative Committee for Technology (ACT). Meetings:</p> <p>DataTel survey results identified a need 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) had task forces investigating the report generator and Resource 25. Other training related issues were directed through POD.</p> <p>September: Report Generator subteam sent 4 members to DataTel conference to compare two products that work well with DataTel. Results shared with focus groups and ACT in October.</p> <p>Jan: ITS departments work on three year prof. dev. Training plan. POD continued, which included over 60 sessions of Outlook training.</p> <p><b>March: ITS staff development plan under review</b></p>

## 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	<p>September: After consultation with Jack McCoy and Tom Warger from EduServe, top security issues were decided to be weaved into the IT Policies and the infrastructure plan created or revised by IT Council Sub-Teams.</p> <p>October: Board approved purchase of Fluke, ASA, and Symantec to strengthen network</p>

Goal	Tasks	Timeline	Progress
			<p>security.</p> <p>Nov-Dec: Completed written Infrastructure &amp; Security Plan. IT Council sub-teams continue to develop security policies.</p> <p>Jan: Strengthened and developing new policy for VPN and wireless access to the network.</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>Nov-Dec: SLAS completed for KACV, AMoA and Electronics Department.</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	Jan: Approved/Completed
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 installed</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>Nov –Dec: Programming staff are working with Datatel to provide access to the test environments that were moved in November.</p> <p>Jan/Feb: Test environment was tested and ready for use by staff in the various functional offices that need to test Colleague</p>

Goal	Tasks	Timeline	Progress
			updates.

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

Goal	Tasks	Timeline	Progress
Develop Disaster Recovery Plan	Document existing infrastructure  Create and test procedures for backup and recovery  Test DR plan	Fall 2008	Linda and Laura developed an infrastructure plan that serves as a foundation for the backup and recovery portion of the DR. See next section for updates. Refinement continued through March.
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 technology environment plan that is risk-adverse and is easily maintainable to current staff.  This will provide the basis for a sound design and establish the replacement cycle.	Fall 2008	August: Migrated data to the Storage Area Network (SAN), moved sensitive data onto a secure server and reviewing technical options to strengthen the network.  August/Sept: Technology Replacement Task force worked on validating the equipment inventory and assessed technology-based needs. A new coding system was established to identify all computers in need of replacement for every upcoming year. Plan includes the purchase of 600 computer systems in the Fall of 2008, plus switches, network components, and AV equipment. Also developed the PC deployment plan, which was activated In the Fall of 2008 Linda and Laura finalized the three year infrastructure needs and costs. Plan is complete and in motion.
Eliminate Novell OS to simplify environment and save costs in the long term	Migrate from GroupWise to Exchange	Fall 2008	August: IT Council approved migration from Novell to Microsoft Exchange. Network Services presented an implementation plan to the IT Council who approved the migration. September: Email implementation costs and essential elements identified and approved by IT Council in October. Nov-Dec: Conversion successfully implemented.  Jan: Migration completed. Cleaned up email addresses.  <b>Feb/March: Refined Part-time employee account procedures for Cabinet presentation in April.</b>
Evaluate the SharePoint	Review options for Portal implementation and		Nov-Dec: Investigated. Decision was made to revisit this option in Summer 2009 given

Goal	Tasks	Timeline	Progress
<b>Portal for integration with Datatel Colleague product</b>	<b>determine its best use for AC</b>		the other initiatives in motion.  Jan: Portal Subteam charter approved by IT Council.
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> <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>	Summer 2008	<p>September: Technology Replacement Task Force (TRTF) approved replacement of all computers at Polk and East Campus as first phase. 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 precedes each replacement. TRTF prioritized replacement for remaining critical areas.</p> <p>Completed replacements of critical PCs: Oct-thru Feb: B &amp; I, East Campus, Moore Campus and selected locations on West and Washington Campuses.</p> <p>Feb: Six smart classrooms purchased and installed.</p> <p><b>March: Over 280 new computers deployed. Spring efforts concentrate on Washington and West Campuses.</b></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.	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>August/Sept: Assessment of lab utilization began in July. Usage data for labs with old computers did not adequately inform decision making. Investigated a Dell solution to update more labs at less cost with a standard usage statistics software.</p> <p>Nov-Dec: Selected the product AccuTrack for all labs. Planned for purchase in Spring 2009.</p> <p>Jan: AccuTrack purchased. Training planned for March.</p>

### Impact Area 4 - Application Effectiveness

Goal	Tasks	Timeline	Progress
Educate user community about AC	Identify and assess the Colleague modules that have been purchased but are not being	Fall 2008	Assessment completed in April. ACT worked to prioritize the 2 module areas of need: HR and Enrollment Management.

Goal	Tasks	Timeline	Progress
<p>enterprise</p> <p>Assess data reporting needs applications</p>	<p>utilized.</p> <p>Identify at least 3 modules as areas for improvement and create process maps and</p> <p>Interview user communities after Colleague training to identify strategies for reporting documentation.</p>		<p>Two campus-wide areas of need: Communication Flow and Report Generator. Communication Flow was product AC had not purchased. Sept.: Report Generator sub-team attended training to learn more about I-Strategy and Business Objects. Presented to ACT in October. Workflow sub-team developing a template for all departments based on one developed for the Business Office. Data Orchestrator and Business Objects purchased in October.</p> <p>Jan: Implementation underway: data movement and testing completed; onsite training scheduled for March.</p> <p><b>March: Training completed.</b></p>