Tactical Plan Progress Summary
September 2008

Impact Area 1 - Culture, Governance and Technology Support Organization

Goal	Tasks	Timeline	Progress
Create an information technology governance structure (IT Council)		Spring 2008	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). August Update: IT Council updates and creates new ITS Policies **September: Sub-teams refine new policies**
Redefine IT support organization	**Expand IT Dean responsibilities**	**Spring 2008**	**Completed by President**
	Develop new organization structure	**May 2008**	**Moved training to Professional Organizational Development (POD).**
	Implement ITIL (or similar framework) to create a service-oriented organization	**Fall 2008**	**Selected a less formal process than ITIL for service orientation based on empowering committees to design and establish procedures and policies.**
Communicate IT support role and procedures to AC	Create a communication plan and execute the plan.	Summer 2008	April 2008: preliminary process for external communication & relationships: ITS News (June 2008). 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. **September: ITS Website now has IT committees and task force agendas and minutes, as**

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			well as new Frequency Asked Questions (FAQ) pages.
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	April: Created Administrative Committee for Technology (ACT). Meetings: 5/27/08; Reviewed projects from COT and other committees DataTel survey results identified a needs for a campus-wide report generator and training needs for personnel in HR and Enrollment Management modules. 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. **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.**

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 6th, 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. **September: Top security issues are being weaved into the IT Policies created or revised by IT Council Sub-Teams.**
Adopt Service-level agreements to support	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

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technology users			and will serve as models for more SLAs. **September: Working with KACV and AMoA to establish SLA list of expectations.**
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. **September: IT Council sub-team finalizing final draft for IT Council presentation in Oct/Nov.**
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**	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. **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.**

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	June: Documentation of existing infrastructure is near completion. August: Under development by Drs.Tom Warger and Jack McCoy. **September: Linda and Laura develop infrastructure plan**

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			that serves as a foundation for the backup and recovery portion of the DR.
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 Update: Migrated data to the Storage Area Network (SAN), moved sensitive data onto a secure server and reviewing technical options to strengthen the network. 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. **September: Linda and Laura finalized the three year infrastructure needs and costs. Working on the final report.**
Eliminate Novell OS to simplify environment and save costs in the long term	Migrate from GroupWise to Exchange	Fall 2008	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. **September: Email implementation costs and essential elements identified and ready for presentation to IT Council and Board in October.**
Replace classroom and desktop technologies on a planned rotation cycle	-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	Summer 2008	**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**

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	leasing or purchase approximately 900 computers annually. -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. -Faculty computers should be matched to classroom technology when possible.		**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.**
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.		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. LabTrak, a software program that tracks lab usage will be purchased in Fall of 2008 and begin tracking all labs equally. **September: Investigating a Dell solution to update more labs at less cost with a standard usage statistics software.**

Impact Area 4 – Application Effectiveness

Goal	Tasks	Timeline	Progress
Educate user community about AC enterprise applications	Identify and assess the Colleague modules that have been purchased but are not being utilized. Identify at least 3 modules as areas for improvement and create process maps and documentation.	Fall 2008	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). August: ACT continues this effort. **September: Four members of**

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			ACT Report Generator subteam attended Datatel training to learn more about I-Strategy and Business Objects. Will present recommendation to ACT in October. **Workflow subteam developing a template for all departments based on that developed for the Business Office.**
Assess data reporting needs	Interview user communities after Colleague training to identify strategies for reporting	Summer 2008	August: ACT Task Force is working this area. **September: See above**

Progress in other areas

1. Communication Plan: ITS News email function continues as main communication vehicle. Additional communication facilitated with identifying overlapping membership across all three IT Committees (IT Council, Administrative Committee for Technology and Academic Technology Committee). Also, the ITS website main pages now include links to all committee agendas and minutes and a new FAQ section.

2. One employee in Network Services resigned. The position will be slightly redesigned and posted as a vacancy.

3. The installation of wiring for the wireless access points is completed at the Polk campus and instructions for connection are being developed.

4. Search committee for CIO position posted the vacancy and accepted applications. Interviews will be conducted in October.

5. Basic HelpDesk functions moved to AskAC with steps to escalate higher order issues.