

University of Wisconsin-Superior

2011-2012 Strategic Plans by Association

Strategic Plans Included in this report:

Technology Services

- 1 Faculty/Staff Investment: helping people make better use of current technology
- 2 Technology Investment: maintaining and enhancing usability of current systems
- 3 Technology investments: new initiatives
- 4 Technology Infrastructure and Security: supporting reliable and effective use of technology
- 5 Planning and Process: improving the delivery of technology services

Technology Services

1 Faculty/Staff Investment: helping people make better use of current technology (15 associations)

Technology Services (15)

- O 1: Provide excellent customer service**
- O 2: Enhance Help Desk operations**
- O 12: Support the campus web site and web publishing**
- O 21: Promote greater awareness and use of licensed technologies**
- O 22: Continuous improvement of use of technology**
- O 23: Support faculty/staff development opportunities**
- O 24: Support the use of faculty laptops in Swenson Hall classroom technology environment**
- O 25: Expand use of web content management system**
- O 26: Evaluate e-portfolio use and plan for future use**
- O 30: Provide Technology Services staff with skills updating**
- O 38: Expand use of ImageNow for institutional document management needs**
- O 39: Develop programs to explore emerging technologies**
- O 43: Implement a tool for remote technical support**
- O 44: Enhance technology skills through web-based training**
- O 45: Explore new classroom technologies**

2 Technology Investment: maintaining and enhancing usability of current systems (33 associations)

Technology Services (33)

- O 1: Provide excellent customer service**
- O 3: Maintain and upgrade the campus network**

- O 4: Maintain a secure network infrastructure**
- O 5: Maintain wireless data networking technology**
- O 6: Utilize a network appliance to limit bandwidth for illegal file sharing**
- O 7: Provide campus email services**
- O 8: Continue server consolidation and virtualization**
- O 9: Update Continuity of Operations Plan**
- O 11: Plan for upgrade to network backup system**
- O 12: Support the campus web site and web publishing**
- O 13: Maintain classroom equipment**
- O 14: Workstation replacement for employees**
- O 15: Workstation replacement for general access and specialty student computer labs**
- O 16: Develop an appropriate strategy for workstations rights management**
- O 17: Maintain currency on campus student information system**
- O 18: Develop and adopt available functionality of student information system**
- O 19: Support use of institutional data for operational use**
- O 20: Upgrade administrative departmental systems as new releases become available.**
- O 21: Promote greater awareness and use of licensed technologies**
- O 25: Expand use of web content management system**
- O 26: Evaluate e-portfolio use and plan for future use**
- O 27: Additions or upgrades to technology equipped classrooms**
- O 29: Comply with PCI (Payment Card Industry) standards**
- O 32: Migrate Library Electronic Reserves to Desire to Learn**
- O 41: Improve PeopleSoft/Campus Solutions security roles and procedures**
- O 42: Migrate PeopleSoft/Campus Solutions to Oracle database platform**
- O 43: Implement a tool for remote technical support**
- O 49: Redesign account generation process to work with new HRS**
- O 50: Develop/maintain metrics for continuous improvement**
- O 51: Maintain accuracy of data in PeopleSoft/Campus Solutions**
- O 52: Assist units with maintaining the accuracy of internal and external reporting**
- O 53: Replace or upgrade the campus telephone system**
- O 54: Develop and implement a change management process**

3 Technology investments: new initiatives (28 associations)

Technology Services (28)

- O 2: Enhance Help Desk operations**
- O 10: Plan for disaster recovery core servers**
- O 11: Plan for upgrade to network backup system**

- O 14: Workstation replacement for employees**
- O 24: Support the use of faculty laptops in Swenson Hall classroom technology environment**
- O 26: Evaluate e-portfolio use and plan for future use**
- O 27: Additions or upgrades to technology equipped classrooms**
- O 28: Expand teleconferencing capabilities**
- O 29: Comply with PCI (Payment Card Industry) standards**
- O 30: Provide Technology Services staff with skills updating**
- O 31: Support the implementation the UW-System Human Resources System (HRS)**
- O 32: Migrate Library Electronic Reserves to Desire to Learn**
- O 33: Implement new data center in Swenson Hall**
- O 34: Implement an electronic Emergency Notification System**
- O 35: Explore Virtualization for Computer Lab Workstations**
- O 36: Support an upgrade of the Online Course Catalog**
- O 37: Implement Data Synchronization between D2L and PeopleSoft**
- O 38: Expand use of ImageNow for institutional document management needs**
- O 39: Develop programs to explore emerging technologies**
- O 40: Expand internet bandwidth through Broadband Grant**
- O 42: Migrate PeopleSoft/Campus Solutions to Oracle database platform**
- O 43: Implement a tool for remote technical support**
- O 45: Explore new classroom technologies**
- O 46: Assure protection of Restricted Data**
- O 47: Support the Swenson Hall construction process**
- O 48: Support the Barstow Hall renovation process**
- O 49: Redesign account generation process to work with new HRS**
- O 53: Replace or upgrade the campus telephone system**

4 Technology Infrastructure and Security: supporting reliable and effective use of technology (8 associations)

Technology Services (8)

- O 3: Maintain and upgrade the campus network**
- O 4: Maintain a secure network infrastructure**
- O 5: Maintain wireless data networking technology**
- O 6: Utilize a network appliance to limit bandwidth for illegal file sharing**
- O 10: Plan for disaster recovery core servers**
- O 41: Improve PeopleSoft/Campus Solutions security roles and procedures**
- O 46: Assure protection of Restricted Data**
- O 49: Redesign account generation process to work with new HRS**

5 Planning and Process: improving the delivery of technology services (5 associations)

Technology Services (5)

- O 50: Develop/maintain metrics for continuous improvement**
- O 54: Develop and implement a change management process**
- O 55: Develop Service Level Agreements**
- O 56: Review and update Information Technology Policies**
- O 57: Support the UW-System LEAN IT Account project**