



University of Illinois at Chicago
Campus Auxiliary Services
Information Technology & Systems
Programming

Strategic Plan 2012-2016

Purpose

Mission Statement

Former Mission Statement pre-2012

The mission of CAS Information Technology and Systems Programming (ITSP) is to provide comprehensive support that collectively enables the Student Affairs community to pursue its strategic goals. ITSP operates throughout the campus meeting the computer and automated needs of Student Affairs/Campus Auxiliary Services (SA/CAS) by providing quality customer service to University students, faculty, staff and visitors.

Revised Mission Statement, January 2012

Campus Auxiliary Services Information Technology & Systems Programming (CAS ITSP) provides a robust, secure, accessible and adaptable computing environment for staff in Student Affairs that supports the vision and goals of Student Affairs and its departments.

Vision Statement

CAS ITSP will be a leader in achieving the University's technology goals, while continually providing new solutions to Student Affairs departments. It will leverage University platforms, develop systems, and research and procure software and hardware that advance the technology infrastructure. ITSP will research and provide support on emerging technologies such as video, mobile web and applications and social media.

Values

Efficiency Providing solutions that assist staff to work as quickly as possible

Accuracy Answering requests with the precise information needed

Security Supporting an infrastructure that keeps data secure

UIC Campus and OVCSA Goals

As a strategic plan for a department supporting a number of other departments, this plan has been written with the purpose of supporting UIC campus and OVCSA goals through technology.

On January 30, 2012, the Chancellor sent a message to the campus with six overarching goals for 2012. Of these, CAS ITSP hopes that our current services and our plan will serve to assist with three.

“Focus on our academic excellence, student access and student success”

We support the tech needs of academic and cultural support units, develop new means for students to gain information from our units, and directly support units who provide outstanding facilities and services to students, impacting their ability to succeed.

“Foster diversity and a global perspective”

ITSP, as a unit, is uniquely positioned to provide leadership and development opportunities to our diverse staff and provide various perspectives to the units we serve, as well as central computing. The diversity of the staff is an asset to the department and the whole of OVCSA.

“Innovate within to build greater efficiencies and future strengths.”

Technology is a clear partner in building efficiencies and innovation. By working with our partners and listening to the needs of our departments, IT can build systems and workflows that will benefit OVCSA and the campus.

This plan is tied tightly to the goals outlined in the *Office of the Vice Chancellor for Student Affairs Strategic Plan 2006-2016*. References to that plan’s specific goals are listed for each goal in the following pages. While the impact of IT is not always felt directly at the student level, we believe our support of the needs of OVCSA units helps to fulfill OVCSA goals and impact student success.

Accomplishments & Statement of Strategic Interest

Accomplishments

In February 2010, ITSP wrote a two-year plan to bring the computing environment in line with best practices in the University and elsewhere, related to Information Technology resources. Since that time, we have accomplished the listed priorities.

- Enforced use of Request Tracker (RT) system to properly track and document issues and technician notes.
- Transitioned all PCs to University-wide AD domain, decommissioning three ITSP-run domains.
- Moved all Exchange e-mail users to ACCC Exchange server/Blackberry server. Decommissioned @vcsa.uic.edu internal e-mail server.
- Updated virus definition server, in line with campus standards.
- Decommissioned E-commerce server, moving those departments using it to secure, new services.
- Created standards for desktop and laptop computer purchases. All desktop and laptop computers are the same model, purchased through ITSP.
- Cleaned up ACCC computer inventory system (Qnet), accurately naming computers and the areas to which they belong .
- Purchased Microsoft site license agreement to provide all staff with the functionality of Microsoft Windows and Office.
- Set standards on free and purchase-able software standards supported by ITSP.
- Created ITSP website (www.uic.edu/depts/casit) that provides general guidelines on policy and procedure.
- Created and/or organized listservs for use in various departments

Statement of Strategic Interest

With the above baseline accomplishments completed, this Strategic Plan sets out to create a roadmap for future actions. With the goals of the Office of the Vice Chancellor for Student Affairs as a backdrop, this plan will define specific and measurable goals and objectives that will assist individual units and staff members in accomplishing those goals. While this strategic plan is a planning document, it also acts as the first level of our project plans for the future.

Process

Background

In September 2011, Jason Maslanka, ITSP Director, was selected to participate in the IT Leaders @ Illinois Program (<http://www.morassociates.com/illinois/illinois-ldrshp-2011-home.html>)--a leadership development program focused on strategic thinking, vision creation and personal goal setting. The University of Illinois' Executive CIO office selected 30 individuals total from all three campuses to participate.

As a result of his participation in this program, Jason made it his personal goal to create a strategic plan for technology in Student Affairs, which would build upon the accomplishments achieved since the development of the original two-year IT plan created in February 2010.

Method

As this plan is meant to create a strategy for IT in the whole of Student Affairs, ITSP engaged all relevant stakeholders in the creation process. On November 17, 2011, ITSP conducted two brainstorming sessions. In these sessions, staff from each supported Student Affairs unit were invited to share ideas, needs, wants, complaints, compliments and other constructive feedback concerning technology in their department.

In addition to the brainstorming sessions, IT created an anonymous feedback tool on the website. It was announced to all supported staff on December 6, 2011. This tool allowed staff to give unfettered feedback on ITSP service.

The following list outlines the key concepts discussed at the brainstorming sessions and mentioned via anonymous feedback:

- Video Production & Mobile Video Strategy
- Podcast Production & Strategy
- Assistance for Units with Web Sites and Mobile Web
- Technology newsletter/updates from ITSP
- Easier sharing of documents between departments
- Explore payment options and e-commerce
- Sharing/submission of large files
- Paperless processes replacing forms
- Simpler Electronic Survey/Feedback tools
- Remote Access to Desktops/File Shares from off-site
- Creation of Social Networking Standards & Tools
- Explore Maintenance agreements with Vendors

- Ease of use of wireless for guest use in Recreation and other Community Areas
- Video Conferencing standards
- File Security (HIPAA, FERPA)
- Explore internal communication methods
- Mobile App/Website creation
- Exchange E-mail for all staff
- Greater Mac Support
- Enhance selection of site-licensed software
- IT Town Halls/Staff Development
- Ubiquitous Wifi in Units
- Text Messaging blast capability

These concepts served as the basis for the development of the following overarching goals.

Goals & Actions

GOAL 1: Create a secure computing environment offering ubiquitous file sharing and robust software offerings.

tied to OVCSA Goals 2.A, 2.B, 3. A

Strategy A: Configure infrastructure tools to keep machines patched and up to date.

- Action Plan 1A.1:* Configure Microsoft System Center Configuration Manager (SCCM) to provide hardware inventory, remote assistance and Windows updates.
- Action Plan 1A.2:* Procure and configure Secunia Corporate Software Inspector (CSI) to provide patch management, updating of non-Microsoft software and vulnerability scans.
- Action Plan 1A.3:* Tie anti-virus/malware & intrusion prevention software into management consoles.

Strategy B: Provide secure, accessible file storage, transmission and sharing space.

- Action Plan 1B.1:* Develop a standard in concert with central computing units to securely share and collaborate on documents and meet the file sharing needs of OVCSA units. Pilot options (Google Docs, Microsoft Sharepoint) with interested users.
- Action Plan 1B.2:* Develop mechanism for uploading of large files with ease of use for the uploader. This is of specific need in Publications Services, but is necessary in any unit dealing with files larger than standard e-mail attachments will allow.
- Action Plan 1B.3:* Assure that all units are afforded the needed amount of file sharing space serving specific audiences. This space must support appropriate levels of security for the data being stored. This may include encrypted space for HIPAA data and domain-protected space for FERPA data. Assure that shared files can be accessed from off-campus via secured VPN.
- Action Plan 1B.4:* Create file sharing space compatible with smartphones and tablets, including iPad.

Strategy C: Provide wireless network access beyond common student spaces.

- Action Plan 1C.1:* Work with ACCC networking to assess wireless coverage in units, and procure installation and equipment of UIC Wireless in these spaces.
- Action Plan 1C.2:* Create system by which recreation center members (non-UIC affiliates) can regularly and easily access UIC Wireless.

Strategy D: Provide and Document a full host of software and hardware for loan/purchase by units.

- Action Plan 1D.1:* Expand hardware offerings for unit loan from ITSP. This should include lightweight computers, tablets, presentation devices, conference phones and video conferencing units.
- Action Plan 1D.2:* Include listing of licensed software on ITSP website. This would include site licensed software, discounted software for purchase by units, and software options supported by ITSP, including software for MacOS.
- Action Plan 1D.3:* Lobby central computing and assist with transition to providing Exchange server accounts for all staff. When complete, set up and instruct users on benefits of shared calendaring.

GOAL 2: Develop a new media strategy that focuses on modern means of outreach and communication with students and stakeholders.

tied to OVCSA Goals 1.A, 1.B, 1.D, 2.A, 2.C

Strategy A: Provide information on best and appropriate uses of social media.

- Action Plan 2A.1:* Assist OVCSA with the creation a social media guidebook, addressing policy issues and guidelines for best use of social media tools in units.
- Action Plan 2A.2:* Share information on new social media tools via website and staff development sessions, helping units communicate effectively with students.

Strategy B: Support content creation aimed at mobile platforms.

- Action Plan 2B.1:* Develop simplified, mobile versions of department websites based on departmental need and analysis of full website.
- Action Plan 2B.2:* Create UIC Experience 'App.' Work with UIC Experience stakeholders to determine best functions of app.

Strategy C: Support emerging use of video in Student Affairs.

- Action Plan 2C.1:* Hire staff and support unit needs in developing video productions. Provides standards on codecs.
- Action Plan 2C.2:* Provide file space and train staff on the use of Media@UIC streaming server as a manageable alternative to Youtube.
- Action Plan 2C.3:* Research an inexpensive means to live stream events on campus.
- Action Plan 2C.4:* Research, document and procure a standard for video

conferencing in concert with central computing. Assure that selection offers a range of capabilities, including in-office desktop conference through full room, large-scale video conferencing.

Strategy D: Embrace alternatives to e-mail communication with students.

Action Plan 2D.1: Procure means to text message multiple students with event announcements or information.

Action Plan 2D.2: Explore additional communication methods, including social networking sites, targeted ads, mobile phone app notifications and future advances.

GOAL 3: Provide staff development and learning opportunities for Student Affairs staff.

tied to OVCSA Goals 2.A, 3.A

Strategy A: Provide regular updates and information from ITSP.

Action Plan 3A.1: Produce monthly e-mail newsletters to users sharing new information, advances and opportunities related to IT.

Action Plan 3A.2: Regularly update ITSP Twitter feed with events and outages of interest to staff. Regularly update blog with feature stories related to ITSP, Student Affairs and general technology trends.

Action Plan 3A.3: Conduct 2-3 ITSP information sessions and town halls annually, giving staff an opportunity to meet IT staff, see new hardware and ask general questions.

Strategy B: Produce learning opportunities for Student Affairs staff.

Action Plan 3B.1: Prepare workshops for staff on the use of technology, software and web tools for beginners and intermediate users. Coordinate with Student Affairs Staff/Professional Development committees on offering of workshops.

Action Plan 3B.2: Produce static instruction and webinar-type instructions on the use of common tools in Student Affairs, hosted on the ITSP website.

GOAL 4: Create processes and make technology procurement and development decisions with sustainability as a backdrop.

tied to OVCSA Goals 2.B, 3.A

Strategy A: Develop or procure systems that replace paper forms and documents.

Action Plan 4A.1: Create a system to process student jobs replacing any paper forms not required by governmental or campus mandate.

Action Plan 4A.2: Meet with individual departments to identify processes using printed documentation. Analyze similarities in various departments.

Strategy B: Reduce electrical power usage from technology equipment.

Action Plan 4B.1: Use system management tools described in Goal 1 to create appropriate power management profiles for machines, which prolong machine life and reduce power consumption. Work to educate users on proper power management of devices which cannot be centrally managed.

GOAL 5: Address departmental e-commerce and dynamic website needs.
tied to OVCSA Goals 1.B, 2.B, 3.B

Strategy A: Develop or procure database-driven websites and tools that track needed information.

Action Plan 5A1: Provide a tool for units to track student attendance at events and office visits. This tool will provide some level of analysis of data. A portable tool should be part of this system.

Action Plan 5A2: Provide a tool for simple creation of surveys. Examples of surveys may be student feedback on an event or program or collection of data from requested participants.

Strategy B: Address payment and e-commerce needs of units.

Action Plan 5B.1: Address e-commerce needs of units via development around University Online Payment Center.

Action Plan 5B.2: Assess current e-commerce and payment methods in units to determine how they can best move forward from a cost-effectiveness and security standpoint. Combine various unit needs when appropriate.

Resource Plan

People

Staffing in IT has been consistent over the past few years. The combining of the IT operations in various CAS units and the ID Center has created some opportunity for cross-training and has put IT in a sound position from a staffing perspective.

During the past two years, IT has begun hiring undergraduate students to perform some support work. This is a benefit to units in terms of more prompt service, but also provides a learning opportunity to young students interested in technology. Under the guidance of professional staff, these students provide high levels of desktop support, programming and design.

Future further staffing will be needed to address the use of emerging technology, such as video. As constructed currently, ITSP lacks staff to dedicate to this task. An individual with this expertise is estimated to cost \$40,000.

Equipment

The majority of IT equipment is purchased at the department level and budgeted for by departments. IT equipment purchased centrally is for IT staff needs, server infrastructure and testing of new technology. Current budgeting provides appropriate funding to maintain current services.

IT anticipates future funding for projects via a shared service model where departments pay specifically for services that they require. This system is in place with ACCC for Exchange E-mail and some server hosting.

Facilities

The current IT office/datacenter in SSB is suitable for a primary office/datacenter. IT will need a permanent space in Student Center East able to house 2-4 staff members and a small remote data center. Once that space is available, we estimate that \$10,000 may be needed to outfit the space with appropriate networking, cooling and power for a small data center.