

# **Information Services – Technology Infrastructure**

## **Strategic Goals to Support the Action Plan for 2016-17**

- 1. Optimize the use of technology in teaching and learning in collaboration with academic leadership, including understanding the appropriate level of technology to utilize.*

### Major Initiative

#### **Expand/Enhance capabilities of the University's Learning Management System (Blackboard Learn) and related support services.**

- IT Council initiative - assigned to Learning Management System Advisory Committee.
  - A new multi-year Blackboard contract needs to be signed prior to April 2017.
  - Blackboard and other third-party vendors feature sets to be evaluated/selected as part of the contract process.
  - Software as a Service hosting to be evaluated as part the contract process.
- Support and training services expanded/enhanced based on faculty/student feedback.
- Long-Range Plan Linkage
  - Academic Profile
    - Provide faculty and students the resources, mentoring and incentives that support research productivity and collaboration.
    - Offer cutting-edge academic programs that incorporate innovative technologies and experiential learning.
  - Technology Infrastructure
    - Ensure that the information technology is innovative, accessible and useful.
    - Evaluate and strengthen the plan to enhance technology infrastructure to better serve the University community.

### Major Initiative

#### **Expand/Enhance capabilities of the university's technology-enhanced classrooms and related support services.**

- IT Council initiative - assigned to Instructional Technology Advisory Committee.
  - Conduct a review of all technology-enhanced classrooms and associated technology levels to determine if current standards need modified.
  - Based on the success of the Classroom High-Density Wireless Pilot Project, begin upgrading wireless access to support increased density needs in technology-enhanced classrooms.
  - Identify lifecycle funding issues and develop a plan to address predicted shortcomings.
  - Ensure the university's resource scheduling system contains accurate information concerning instructional technology assets.

- Long-Range Plan Linkage
  - Academic Profile
    - Provide faculty and students the resources, mentoring and incentives that support research productivity and collaboration.
    - Offer cutting-edge academic programs that incorporate innovative technologies and experiential learning.
  - Technology Infrastructure
    - Ensure that the information technology is innovative, accessible and useful.
    - Manage facilities and deferred maintenance to meet enrollment demands and sustain quality programs.
    - Evaluate and strengthen the plan to enhance technology infrastructure to better serve the university community.

Major Initiative

**Continue open-access computer lab renovation and modernization effort.**

- Information Services initiative - assigned to Computer Services and Networking and Telecommunications Services.
  - Expand and enhance open-access computer lab facilities and associated support services to meet the needs of the university community.
  - Renovate the open-access computer lab located in Meyer Library to include the relocation of the lab from the second floor to the first floor.
    - Extend the hours of operation of lab to better serve campus community.
  - Evaluate the Cheek Hall open-access computer lab to determine physical plant needs and space utilization.
- Long-Range Plan Linkage
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    - Ensure that the information technology is innovative, accessible and useful.
    - Manage facilities and deferred maintenance to meet enrollment demands and sustain quality programs.
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**2. *Provide user support in the new normal — mobile, online education, cloud, and Bring Your Own Device (BYOD) environments.***

### Major Initiative

#### **Expand the use of Office 365 Education environment, taking advantage of enhanced features and support services.**

- Information Services initiative - assigned to Computer Services and Information Security.
  - Now that students, faculty, and staff have been migrated to the Office 365 Education environment, efforts will be targeted at educating users of the many new features and capabilities associated with the new environment, with a focus on those that enhance collaboration, mobility, and information security.
    - These efforts will include major undertakings in consultation, training, and adapting support services to new modalities and user needs.
  - Redesign the information security and awareness training program to accommodate new technologies and expand delivery options.
  - Federation of student accounts will be a critical part of this initiative.
  - Implementation of a redundant, off-campus authentication method for uninterrupted access to networking services during campus Internet outages is an important aspect of this initiative.
  
- Long-Range Plan Linkage
  - Academic Profile
    - Provide faculty and students the resources, mentoring and incentives that support research productivity and collaboration.
    - Offer cutting-edge academic programs that incorporate innovative technologies and experiential learning.
  - Technology Infrastructure
    - Ensure that the information technology is innovative, accessible and useful.
    - Take necessary measures to ensure the campus — including people, facilities, networks and data — remains safe and secure.
    - Evaluate and strengthen the plan to enhance technology infrastructure to better serve the university community.

### Major Initiative

#### **Implement improved client system management software deployment strategy.**

- IT Council initiative - assigned to User Support Advisory Committee.
  - This initiative will reduce the costs of managing the fleet of client system devices belonging to the university, provide enhanced support options for BYOD implementations being requested by academic units, and increase the overall information security aspects of these systems.
  - Complete the broad rollout of System Center Configuration Manager to the distributed user support community.
  - Implement the Casper Suite device management software needed to effectively manage both institutionally owned and personally owned Apple devices.

- Long-Range Plan Linkage
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**3. *Develop an enterprise IT architecture responsive to changing conditions and new opportunities.***

Major Initiative

**Expand/Enhance the university's Enterprise Resource Planning system (Banner) and develop customized software applications for Springfield and West Plains campuses.**

- Information Services initiative - assigned to Computer Services - Springfield and IT Services - West Plains.
  - Begin migration to current versions of Banner Transform and/or Banner XE software in order to remain eligible for software maintenance support from Oracle and Ellucian vendors, reduce reliance on desktop software, and improve overall university community experience.
  - Negotiate new software maintenance contracts with Ellucian and Oracle vendors in support of the Banner business administrative system.
  - Continue to develop electronic workflows to remove paper-driven processes.
  - Continue to support the efforts of other university units to improve and modernize their business processes through the use of information technology, such as:
    - Parking System
    - Professional Learning Management System
    - Customer Relations Management System
    - BearPAF
    - Bookstore System
    - Academic Partnership Agreement
    - Etc.
- Long-Range Plan Linkage
  - Technology Infrastructure
    - Act intentionally to keep the information technology innovative, accessible and useful.
    - Evaluate and strengthen the plan to enhance technology infrastructure to better serve the university community.

Major Initiative

**Expand/Enhance the networking and telecommunications infrastructures serving the Springfield, West Plains and Mountain Grove campuses.**

- Information Services initiative - assigned to Networking and Telecommunications Services.
  - Install current-technology core routers with faster link speeds and processors to provide quicker failover capabilities and more flexibility.
  - Expand state-of-the-art wireless access services.
  - Improve network security, specifically firewalls and virtual private networks.
  - Expand security camera and electronic door access systems.
  - Retire obsolete central ITV equipment in favor of modern, cloud sourced services.
  
- Long-Range Plan Linkage
  - Technology Infrastructure
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    - Evaluate and strengthen the plan to enhance technology infrastructure to better serve the university community.