



Technology Plan

Office of Technology Services
2016-2021

The Technology Plan goals and objectives were formulated during the 2016 Information Technology Strategic Planning process. The Technology Plan is used to assign responsibility to specific persons or units, track progress, outcomes, and completion dates. In collaboration with the Enterprise Management Team, University Technology Committee, and other stakeholders the Vice President for Information Technology will add, revise, and update goals and objectives to accommodate emerging needs and change.

Completed items have a green background for the row. Partially completed items will have a green background in the Completion Date cell.

Goal	Objectives	Outcome Measures	Funding Available	Responsible Unit/Person	Completion Date
Goal 1. Expand collaboration between Technology Services and Academic Affairs to support and advance teaching and learning.	a. Assess and improve instructional support tools such as our learning management systems (LMS), mobile software, and video solutions for real-time and recorded learning support.	Audit 1/3 of the asynchronous courses and evaluate compliance with Quality Matters (QM) standards.	Yes	Manager of Distributed Learning	Projected March, 2018 for Year 1/the first third of courses.
	b. Assist the Library with solutions that facilitate teaching and learning.	Confirm proxy server software is licensed and up to date.	Yes	Help Desk Manager	One week prior to each semester
		Ensure the software image makes available as much of the curriculum software as possible.	Yes	Help Desk Manager	One week prior to each semester
	c. Prioritize support for faculty development using technology.	Provide weekly faculty development opportunities every fall and spring semester.	Yes	Manager of Distributed Learning	Ongoing
	d. Support the information technology needed for the university's online quality assurance training and certification programs.	Availability of the Blackboard LMS will exceed 99.8% of planned availability. Scheduled maintenance will not exceed 72 hours annually.	Yes	Manager of Distributed Learning	
	e. Develop a sustainable funding model and ongoing maintenance plan for the campus data network and core systems infrastructure.		Partially	VPIT/CIO and Director of Networking & Support Services	Implemented Distance Ed. Course fee in FY17.
	f. Support new revenue opportunities made possible by grants, certification programs, and continuing education classes.		TBD	Director of Networking & Support Services	
Goal 2. Develop a more contemporary and reliable network infrastructure and support framework to	a. Seek grant funding opportunities that will facilitate improving the educational technology and network infrastructure.		Yes	Director of Networking & Support Services	

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support traditional, online and distance education courses and degree programs that will serve to increase enrollment, retention, and satisfaction.	b. Purchase and install a storage area network (SAN) by end of FY16.	Dell 80 TB SAN and 5 FX2 host servers installed and operational.	Yes	Director of Networking & Support Services	Completed Dec 1, 2016.
	c. Replace obsolete IVN room RH103 in FY 2017.	Requirements from Business Division are met.	Yes	Director of Networking & Support Services	Completed March 17, 2017.
	d. Refine LMS backup procedures to mirror those of Banner data, i.e. real-time backups (as much as practical).		No	Director of Networking & Support Services	
	e. Update the ShoreTel VoIP system software to support latest operating systems.	Install updates to server, make new client software available, announce to campus.	Yes	Director of Networking & Support Services	Completed May 15, 2016
	f. Acquire an automated backup and recovery system with redundant and geographically separate storage points.		Yes	Director of Networking & Support Services	FY 2019
	g. Acquire a secondary/backup Internet Service Provider (ISP).		No	Director of Networking & Support Services	
	h. Extend the campus network to the university-owned properties across Vermillion Street		Limited	Director of Networking & Support Services	
	i. Transition to electronic storage of documents by deploying the Electronic Document Management System (EDMS) in FY 2018.		TBD	Director of Application & Web Development	
	j. Leverage web services as a core part of business with the use of a web steering committee, student web assistants, and designating departmental web contributors.		No	Director of Application & Web Development	
	Goal 3. Improve technology services to students (campus residents, commuter, and online students)	a. Install an optimum, fit for use, Wi-Fi network.	Replace the Cisco wireless access points with newer 802.11n or 802.11 ac.	Yes	Director of Networking & Support Services
b. Provide increased bandwidth to all Athens campus users.		Upgrade campus 400 mbps bandwidth to 800 mbps.	Yes	Director of Networking & Support Services	Completed March 6, 2017.
c. Upgrade computing labs in residence halls and academic buildings.			No	Director of Networking & Support Services	

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	d. Provide a mobile app for mobile course registration and management.		No	Director of Application & Web Development	
	e. Test and deploy the 2018 LMS mobile app.		No	Director of Networking & Support Services	
	f. Expand Help Desk hours of operation with the goal of 24/7/365 service.	Implementation of service following a signed contract/	Yes	VPIT/CIO	December 18, 2017
Goal 4. Establish greater breadth and depth in the information security arena to better protect the confidentiality, integrity, and availability of individual and institutional data.	a. Improve maintenance and complexity of passwords.	Acquire and deploy password management system.	Yes	Director of Networking & Support Services	Completed April, 2016.
	b. Acquire cybersecurity training modules and make it mandatory on a recurring basis.	Faculty and staff completion of training, and assessment of effectiveness.	Yes	Director of Application & Web Development	Projected Completion March 19, 2018
	c. Fund, recruit, and hire an information security manager, or outsource to a vendor.		No	VPIT/CIO	
	d. Implement Two-Factor Authentication to Banner	Banner users required to use 2FA for login to Banner.	Yes	Director of Application & Web Development	Completed July 23, 2017
	e. Implement intranet to better segregate and secure data not needed for public access.	Create a secure, password-protected web site for internal use.	No	Director of Application & Web Development	
Goal 5. Improve IT employee retention and development.	a. Improve salaries to national averages.	Establish target compensation goals for all IT employees. Phase 1 will meet minimum compliance with HEPC's new compensation system. Phase II will target CUPA-HR salary averages for IT employees.	TBD	VPIT/CIO	Phase 1 projected completion August 31, 2017.
	b. Improve training and professional development.		TBD	VPIT/CIO	
	c. Provide cross-training that creates bench-depth for key positions.		No	VPIT/CIO	
Goal 6. Provide training that will facilitate increased use and application of technology by faculty and staff.	a. Banner Training: Intro Navigation and Security Training; Matching and elimination of duplicate records; Other training as appropriate.		Yes	Director of Application & Web Development	ongoing
	b. LMS Training: Course development; Gradebook development.		Yes	Manager of Distributed Learning	ongoing

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	c. Web authoring. Provide web authoring and editing training to faculty and staff.	Announce and conduct training.	Yes	Director of Application & Web Development	Completed Feb, 2017. Repeating and ongoing.
	d. Computing Fundamentals Training: Microsoft Office 2016; Windows 10; Safety and best practices for business use of internet; Other training as appropriate.		No	Director of Networking & Support Services	
Goal 7. Increase ROI and compliance using Enterprise Resource Planning (ERP) tools and associated applications.	a. Migrate ERP (Banner) to latest version (Banner 9).	Banner 9 fully implemented, users trained, and Banner 8 servers retired.	Yes	Director of Application & Web Development	Three remaining components: Finance and Financial Aid module (Mar 18) and Forms Conversion (Sep 1)
	b. Prepare and update Degree-Works for latest version (4.1.6), including scribe training.	Latest version in production and scribe training completed.	Yes	Director of Application & Web Development	Completed Feb 13, 2018
	c. Establish a robust account auditing process that reviews all accounts annually.	Ensure every Banner and Argos user has the proper level of access and supervisor approval. Audit 10 percent of users monthly, completing audit for all users by December 1, 2017. Report monthly to VPIT/CIO.	Yes	Director of Application & Web Development	Completed first annual cycle December 1, 2017.
Goal 8. Develop, refine, and administer a survey for faculty and students which measures the level of instructional technology integration and use and attitudes towards technology enhanced courses/programs.	a. Develop Survey.		TBD	VPIT/CIO	
	b. Deploy Survey.		TBD	Manager of Distributed Learning	
	c. Analyze Survey Results.		TBD	Institutional Research Analyst	
	d. Publish results and action items.		TBD	VPIT/CIO	