

## Goal A: Governance & Budget

- Establish an Information Technology Council for review and recommendations regarding IT policies, project requests, and budgets.
- Align IT operating budgets and project requests with University strategic goals.
- Create awareness of the needs of the University community for IT support through discussions of global technology trends in higher education and local technology needs.

### Committee Members

Scott Butterfield

Naulbert Nolan

John Bryan

Jeff Jacobs

Norman Grizzell – Chair

2015 Proposed Activity	Activities Status/Comments
Implement Policies and Procedures	<ul style="list-style-type: none"><li>• Create an information security governance committee<ul style="list-style-type: none"><li>○ review and update current policies and procedures and implement various options for campus communications</li></ul></li><li>• BYOD policy implementation process currently under review by CIOs. Mandatory CSU IT Security Training will be required.</li><li>• Laptop policy will be reviewed.</li><li>• Other existing policies will be selected for review.</li></ul>
Develop Academic Technology Committee	Recruiting to begin right away with plans to begin Fall 2014. Possible topics include: <ul style="list-style-type: none"><li>• Shared funding of software purchases, as appropriate</li><li>• ADA compliance of systems output (reports, web pages, etc.)</li><li>• “Dropbox” policies concerning storage of protected information (FERPA, HIPPA, credit card info, etc.) using cloud services</li><li>• Inventory control/loss prevention of CSU-owned laptops in classrooms</li><li>• Establish policy concerning the purchase of user training for new software purchases</li></ul>
Alignment of Budgets	Review the budgeting processes for OITS operations and purchases <ul style="list-style-type: none"><li>• OITS Budget</li><li>• Department/Unit requests</li></ul>

## Goal B: INFRASTRUCTURE

- Develop a system support plan for each technology including details concerning staffing, service level agreements, and appropriate documentation.
- Develop and implement a management methodology that includes lifecycle planning, risk management, change management, and inventory management, to provide reliable access to information resources.
- Provide a means for integrating appropriate technology trends and user preferences into planned infrastructure improvements.

### Committee Members

Tom Marshall

Dan Newcombe

Joshua Davis (SGA president)

Muhammad Rahman – Chair

2015 Proposed Activity	Activities Status/Comments
CSU Technology Support Plans 1	Document should describe the support plans for every major component. <ul style="list-style-type: none"><li>• Catalog existing Service Level Agreements by major components – focusing on core enterprise technologies. Identify gaps to be filled.</li></ul>
Significant components risk analysis 2	<ul style="list-style-type: none"><li>• Document and review current processes/criteria with ITC</li><li>• Amend and review with stakeholders</li><li>• Publish</li></ul>
Infrastructure Upgrade	Publish RFI in Summer 2014 <ul style="list-style-type: none"><li>• Develop plan to deal with infrastructure using resources – Q1</li><li>• Gain ITC approval – Q2</li><li>• Edit Plan per RFI knowledge</li></ul>

### Goal C: Support & Services

- Effectively support market-driven technologies employed by the campus community to support their diverse work, educational and social activities.
- Create a training and support infrastructure that prepares campus community members to succeed and addresses the variety of needs of a diverse population.
- Provide knowledge-sharing tools and processes to support sharing of best practices and lessons learned

#### Committee Members

Paul Bailey

Dolores Cox

Shannon Thomas

Jason Burns

Jill Lane

Karen LaMarsh-Chair

2015 Proposed Activity	Activities Status/Comments
Support campus community utilized technologies.	A. Develop Faculty Super User Group to create best practices for D2L and DNN. B. Partner with IT Academic Committee to determine priorities. 1. Student online skills assessment 2. Applications training 3. Wireless access 4. LMS faculty access 5. LANDesk support of MAC 6. Respondus training for faculty
Create a training and support infrastructure.	A. Provide training to support new Bring Your Own Device (BYOD) policy. B. OITS Staffing issues - Extended support assessment, Peer institution support models, IT Staff retention, IT student staffing. C. Monitor HUB trouble ticket reports and implement best practices to resolve. D. Develop training and certification opportunities.
Provide knowledge-sharing tools and processes.	A. Create a communication plan to disseminate information and updates. B. Possibly hold Technology Town Hall Meetings for proposed topics - IT ordering process, Google drive, Dropbox, apps supported by campus. C. We need to develop a list of available BANNER queries and a campus wide communication on how to use them and obtain access permissions. Training can be facilitated by the Support & Services Committee. D. Possibly create a Faculty User Group for Crystal Reports. E. Possibly create a Peer Support Group to share information and tips.

## GOAL D: OPERATIONS

- Leverage IT to improve the effectiveness and efficiency of academic programs, campus operations, and other services.
- Implement continuous improvement of knowledge and information management concerning teaching, research, operations and services.
- Expand use of information technology to improve decision making by providing simpler and more reliable access to information and knowledge.

### Committee Members

Jason Burns

Joshua Davis

Gordon Baker

Jeff Jacobs – Chair

2015 Proposed Activity	Activities Status/Comments
Encourage the use of tools to capture knowledge from students, faculty and staff that can be shared to improve learning, administration, and the campus community.	Plan should foster students, faculty and staff communities of practice to share lessons learned and to access support from their peers. <ul style="list-style-type: none"><li>• Enlist various stakeholders and constituencies to outline areas of interest and preferred mediums of information exchange.</li><li>• Plan should aim to create efficient, effective and convenient services online, anytime. (i.e. Desire2Learn, Degreeworks -for students, faculty and staff).</li><li>• Initial dashboard metrics from HUB identified. Collaborate with HUB services to assess current service delivery, customer services feedback, and goals for service enhancement. This may involve campus-wide assessment of all affected constituencies.</li></ul>
Implement technology teaching effectiveness process	Plan should support acceleration of incorporating technology to enhance instruction (online, hybrid, traditional classes). <ul style="list-style-type: none"><li>• Work with new - Academic Technology Committee</li><li>• Process should improve the capability of students to employ online resources efficiently; to discern the quality of information presented; and to synthesize knowledge from many resources.</li><li>• Monitor pilot implementation, work with CID and others to assess online training tools to help students acquire necessary skills</li></ul>
Improve operational efficiencies by moving data from paper to electronic form wherever possible. Encourage use	Processes should improve efficiencies and reduce paper form data capture. <ul style="list-style-type: none"><li>• Review and automate workflow, data capture and data analysis</li><li>• Implement procurement process improvements. Identify other areas of improvement</li></ul>

of data for decision making.	
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## OITS Projects

2015 Proposed Activity	Activities Status/Comments
CSU Information Technology Catalog	Catalog should contain a detailed inventory of all the significant technology components used at CSU. <ul style="list-style-type: none"> <li>Complete Step 1 – Core Enterprise Catalog.</li> </ul>
CSU Technology Change Management documentation	Documentation should guide the introduction and changes to the hardware, software, and systems required to support CSU's technology. <ul style="list-style-type: none"> <li>Document methodology, populate plan document with components. Present to ITC.</li> </ul>
CSU Technology Lifecycle Methodology Document	Document should describe the Lifecycle process for each technology component. <ul style="list-style-type: none"> <li>Document methodology, populate plan document with components. Present to ITC.</li> </ul>

## Academic IT Committee

2015 Proposed Activity	Activities Status/Comments
CSU hardware/software replacement criteria	In collaboration with the Academic Technology Committee (faculty, staff and instructional) <ul style="list-style-type: none"> <li>Set criteria with input from all stakeholders.</li> <li>Develop plan – gain approval via ITC Policy process</li> </ul>
Software applications for mobile devices development and deployment plan	<ul style="list-style-type: none"> <li>Conduct Peer review of successful native apps.</li> <li>Begin discussions with faculty and students as to needs/wishes.</li> </ul>
Learning spaces design standards	Activate Academic Technology Committee <ul style="list-style-type: none"> <li>Assess current space per criteria agreed upon by stakeholders</li> <li>Identify successes of peer institutions</li> </ul>