

Strategic Initiative Project Work Plan Summary

Project Name:	IT and Physical Infrastructure 2022	Academic Year:	2017 –2018 / Version 4.0 (02-01-2017)
Strategic Priority:	Continue investing in infrastructure improvements	Project Leaders:	Todd Birchfield/Priti Bhatia
Team Members:	Shakil Akhtar, Julie Coile, Svetlana Soroka, Cynthia Jones, Jeff Jacobs		
Project Description:	Continue to invest and, where needed, to expand the infrastructure necessary to support the other strategic initiatives		
Success Measure(s)	Provide a robust, agile and scalable IT infrastructure; Ensure the integrity, reliability and appropriate access of data; Provide secure, usable physical spaces; Address transportation needs around and to and from campus.		

Updates in red

#	MAJOR TASKS / Action Steps'	Target Date	Responsibility	Deliverable(s) / Notes
1	<ul style="list-style-type: none"> <input type="checkbox"/> Provide a robust, agile, and scalable IT infrastructure o Expand ITC advisory and governance role o Evaluate IT infrastructure capacity 	Ongoing	ITS, ITC	Make ITC key player in determining ITS strategic direction
	o Create technology lifecycle plan	Moved to 2018	Team	<p>Network, compute and storage reports</p> <p>Our network upgrade is proceeding and we have completed all work as budget has allowed.</p> <p>Compute is modernized to 2017 standards with huge gains in memory, CPU and network capacity. Storage is continually monitored and increased as budget allows</p> <p>Technology lifecycle report</p>
	o Upgrade network connectivity	Ongoing monitoring	ITS	Ongoing project, no determined end date
	<ul style="list-style-type: none"> ▪ Identify weaknesses in wireless and wired coverage 		Dr Akhtar, ITS (HUB)	<p>Wireless/network connectivity report. Collect HUB data on wireless issue reports</p> <p>Our wireless “challenges” calls have dropped significantly to the point where we are making on the fly changes to increase density on an as needed basis</p>
	<ul style="list-style-type: none"> ▪ Create network improvement plan 	Evolving document	Dr Akhtar, ITS	Analysis of data

Strategic Initiative Project Work Plan Summary

#	MAJOR TASKS / Action Steps ¹	Target Date	Responsibility	Deliverable(s) / Notes
	<ul style="list-style-type: none"> ▪ Implement network improvement plan 	Ongoing	ITS	<p>Systematic upgrade/replacement plan. Collect data on wireless issue reports</p> <p>Our network upgrade is proceeding and we have completed all work as budget has allowed.</p>
	<ul style="list-style-type: none"> ○ Install more feature-rich, economical phone system 	Spring, 2018	Todd, ITS	<p>Implementation of new phone system is underway. ITS and Library rollout has occurred and is being evaluated before moving to full campus rollout</p>
2	<ul style="list-style-type: none"> □ Ensure integrity, reliability and appropriate use of data 			
	<ul style="list-style-type: none"> ○ Release new portal 	Completed 2017	ITS	<p>Improved portal experience, better security.</p> <p>Portal has been in place and is received well</p>
	<ul style="list-style-type: none"> ○ Install Enterprise Backup system 	Nov, 2016	ITS	<p>More robust backup system. Completed</p>
	<ul style="list-style-type: none"> ○ Review existing appropriate use documentation 	Ongoing, open ended	Team	<p>Up to date appropriate use documentation</p>
	<ul style="list-style-type: none"> ○ Bring disaster recovery site online 	2018	Facilities, ITS	<p>Convert room at Huie into DR datacenter.</p> <p>Partially completed, ongoing. Working with Comcast to tune bandwidth</p>
3	<ul style="list-style-type: none"> □ Provide secure, usable physical spaces 			
	<ul style="list-style-type: none"> ○ Conduct focus group work with Faculty to determine technology needs and preferred layout of physical space 	Fall, 2018	Team	<p>Classroom needs report</p> <p>Faculty office needs report</p> <p>Focus group leaders, topics and groups have been identified. Team will conduct focus groups during Spring and Summer</p>
	<ul style="list-style-type: none"> ○ Survey Staff to ascertain needs with regards to physical spaces, breakrooms, lockers, touch-down-areas etc. ○ Conduct focus group work with Staff to determine physical space needs. 	Fall, 2018	Team	<p>Staff space needs report</p> <p>Focus group leaders, topics and groups have been identified. Team will conduct focus groups during Spring and Summer</p>
	<ul style="list-style-type: none"> ○ Conduct focus group work with Students to determine needed spaces and technology for group meetings, housing. 	Fall, 2018	Team	<p>Student space/technology needs report</p> <p>Focus group leaders, topics and groups have</p>

Strategic Initiative Project Work Plan Summary

#	MAJOR TASKS / Action Steps ¹	Target Date	Responsibility	Deliverable(s) / Notes
				been identified. Team will conduct focus groups during Spring and Summer
	<ul style="list-style-type: none"> o Conduct off-site visits to Corporate, Higher Education (Private and Public) and Retail o Prioritize campus expansion plans 	<p>Spring, 2018</p> <p>Ongoing</p>	<p>Team</p> <p>Facilities</p>	<p>Chick-Fil-A, SCAD, and Home Depot have been identified as sites to visit</p> <p>List of campus expansion priorities- Ongoing, working on space adaptation- managing and adapting existing spaces to accommodate for growing needs (Counseling Services project) and acquisition of Trammell Property.</p>
	<ul style="list-style-type: none"> o Evaluate current state of teaching spaces and teaching technology 	Spring, 2018	Team	Teaching space technology database
	<ul style="list-style-type: none"> o Identify more collaborative space 	2018	Priti, Lana, Todd	Priority list (should come from results of focus groups, Staff council and Faculty)
	<ul style="list-style-type: none"> o Follow facilities condition analysis plan to address various needs 	Ongoing	Priti, Lana, Cynthia	Priority list- Ongoing, Example- Laker Village Project
	<ul style="list-style-type: none"> o Increase collaboration between IT and Facilities to provide innovative spaces 		ITS, Facilities	Ongoing- Facilities and I.T constantly collaborating for innovative spaces. Example- Academic Core, and planning for Trammell Property, installation of Connectrac products at various locations.
	<ul style="list-style-type: none"> o Integrate security technology (access control, surveillance, etc) 	2018	Todd, committee, Access Control Committee	Security technology integration plan including student living areas and faculty/staff office areas Access Control Committee formed and work is ongoing. Meeting with vendors February, 2018 to discuss options.
	<ul style="list-style-type: none"> o Assess current state of ADA compliance 	Ongoing	Priti, Lana	Priority list and remediation plan- Ongoing, Example- ADA push button installed at Arbor Hall, ADA door access for Veterans Affairs, ADA Side walk connection from parking to Clayton Hall

Strategic Initiative Project Work Plan Summary

#	MAJOR TASKS / Action Steps ¹	Target Date	Responsibility	Deliverable(s) / Notes
	<ul style="list-style-type: none"> ○ Assess campus signage 	Ongoing	Team	Signage priority list- Signage Committee in place, project to be prioritized and completed in phases
4	<ul style="list-style-type: none"> □ Address transportation needs <ul style="list-style-type: none"> ○ Transportation – Integrated with focus group discussions ○ Create transportation plan 	2018	Team	Transportation needs report
		2018	Team	Transportation Proposal, review the outcome of focus groups

¹ Use verb-noun combination to focus activity, e.g., research variables, design survey, pilot survey, etc.